



पंजाब नैशनल बैंक  
...भरोसे का प्रतीक !



punjab national bank  
...the name you can BANK upon !



सामान्य प्रशासन प्रभाग, मंडल कार्यालय: ठाणे, चौथी मंजिल, प्रगति टावर बिल्डिंग, बीकेसी, मुंबई:  
400051

GAD, CO: THANE, 4<sup>TH</sup> FLOOR, PRAGATI TOWER BUILDING, BKC, MUMBAI: 400051

पंजाब नैशनल बैंक

निविदा आमंत्रित करता है

**PUNJAB NATIONAL BANK**

Invites

आवासीय भवन सिल्वरलाइन अपार्टमेंट, अंधेरी (पूर्व) में, केयर टेकर कम कैटरर (02 नंबर), इलेक्ट्रीशियन कम प्लंबर कम कारपेंटर (01 नंबर), स्वीपर कम गार्डनर (01 नंबर) और स्वीपर कम सीवर मैन (01 नंबर) प्रदान करने के लिए वार्षिक रखरखाव अनुबंध (एएमसी) के लिए ऑनलाइन निविदा।

**ONLINE TENDER FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR PROVIDING CARE TAKER CUM CATERER (02 NOS.), ELECTRICIAN CUM PLUMBER CUM CARPENTER (01 NO.), SWEEPER CUM GARDENER (01 NO.) AND SWEEPER CUM SEWER MAN (01 NO.) AT RESIDENTIAL BUILDING SILVERLINE APARTMENT, ANDHERI (EAST).**

PUNJAB NATIONAL BANK  
GAD, CIRCLE OFFICE: THANE  
4<sup>TH</sup> FLOOR PRAGATI TOWER BUILDING  
BANDRA-KURLA COMPLE  
BANDRA (EAST), MUMBAI  
E-MAIL: cothanegad@pnb.co.in

पंजाब नैशनल बैंक  
जीएडी, मंडल कार्यालय: ठाणे  
चौथी मंजिल प्रगति टावर बिल्डिंग  
बांद्रा-कुर्ला पूरा  
बांद्रा (पूर्व), मुंबई  
ई-मेल: cothanegad@pnb.co.in

## **1. INTRODUCTION (परिचय)**

Punjab National Bank (PNB) (The Bank) a Public Sector Bank, constituted under the Banking Companies (Acquisition & Transfer of Undertaking) Act 1970, commenced its operations on April 12, 1895 to undertake Banking activities. The Bank enjoys strong fundamentals, large franchise value and good brand image.

कंपनी (उपक्रमों का अधिग्रहण और हस्तांतरण) अधिनियम 1970 के तहत गठित एक सार्वजनिक क्षेत्र के बैंक पंजाब नेशनल बैंक (पीएनबी) ने बैंकिंग गतिविधियों को करने के लिए 12 अप्रैल, 1895 को अपना संचालन शुरू किया। बैंक के पास मजबूत बुनियादी ढांचे, बड़े मताधिकार मूल्य और अच्छी ब्रांड छवि धारण करता है।

## **2. DISCLAIMER दावा अस्वीकरण (डिस्क्लेमर)**

The information contained in this tender document or subsequently provided to Bidder/s, whether verbally or in documentary form by or on behalf of the Punjab National Bank or any of their representatives, employees or advisors (collectively referred to as — Bank Representatives), is provided to Bidder(s) on the terms and conditions set out in this tender Document and any other terms and conditions subject to which such information is provided. This document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.

इस निविदा दस्तावेज में निहित जानकारी या बाद में बिडर को प्रदान की गई, चाहे मौखिक रूप से या दस्तावेजी रूप में पंजाब नेशनल बैंक या उनके किसी प्रतिनिधि, कर्मचारी या सलाहकार (सामूहिक रूप से बैंक प्रतिनिधि के रूप में संदर्भित) की ओर से, इस निविदा दस्तावेज में निर्धारित नियमों और शर्तों और किसी अन्य नियम और शर्तों पर बिडर (ओं) को प्रदान की जाती है, जिसके अधीन ऐसी जानकारी प्रदान की जाती है। इस दस्तावेज को, जिसके लिए इसे विशेष रूप से जारी किया गया है, के अलावा अन्य किसी उद्देश्य के लिए स्थानांतरित, पुनः प्रस्तुत या अन्य किसी प्रयोजन के लिए उपयोग नहीं किया जाएगा।

This tender Document is to provide the Bidder with information to assist the formulation of their Proposal. This tender Document may not be appropriate for all persons, and it is not possible for the Bank Representatives, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this tender or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the tender and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process. The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, however caused arising from reliance of any Bidder upon the statements contained in this tender.

यह निविदा दस्तावेज बोलीदाता को उनके प्रस्ताव के प्रस्तुतीकरण में सहायता हेतु जानकारी प्रदान करने के लिए है। यह निविदा दस्तावेज सभी व्यक्तियों के लिए उपयुक्त नहीं हो सकता है, और बैंक प्रतिनिधियों, उनके कर्मचारियों या सलाहकारों के लिए यह संभव नहीं है कि वे प्रत्येक पार्टी के निवेश उद्देश्यों, वित्तीय स्थिति और विशेष आवश्यकताओं पर विचार करें जो इस निविदा को पढ़ता या उपयोग करता है, अन्यथा निविदा की सटीकता, पर्याप्तता, शुद्धता, पूर्णता या विश्वसनीयता और उसमें निहित कोई मूल्यांकन, धारणा, विवरण या जानकारी और इस बोली प्रक्रिया में भागीदारी के लिए किसी भी तरह से बनने या उत्पन्न होने के लिए समझा जाता है। बैंक किसी भी

प्रकृति का कोई दायित्व स्वीकार नहीं करता है चाहे वह लापरवाही के परिणामस्वरूप हो या अन्यथा, हालांकि इस निविदा में निहित बयानों पर किसी भी बोली लगाने वाला की निर्भरता से उत्पन्न होता है।

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding Document. Failure to furnish all information required by the bidding Document or to submit a Bid not substantially responsive to the bidding Document in all respect will be at the Bidder's risk and may result in rejection of the Bid.

बोली लगाने वाले से यह अपेक्षा की जाती है कि वह बोली दस्तावेज में सभी अनुदेशों, प्रपत्रों, शर्तों और विनिर्देशों की जांच करे। बोली-प्रक्रिया दस्तावेज के लिए आवश्यक सभी जानकारी प्रस्तुत करने में या बोली लगाने वाले दस्तावेज के लिए सभी मामलों में पर्याप्त रूप से उत्तरदायी नहीं प्रस्तुत करने के लिए बोली लगाने वाला के जोखिम पर होगा और बोली की अस्वीकृति हो सकती है।

The Bank Representatives may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this tender Document.

बैंक प्रतिनिधि अपने पूर्ण विवेकाधिकार में, लेकिन ऐसा करने के लिए किसी भी दायित्व के बिना, इस निविदा दस्तावेज में जानकारी को अपडेट, संशोधित या इसमें परिशिष्ट जोड़ सकते हैं।

## **INDEX (सूची)**

<b>S/N</b> क्रम संख्या	<b>Table of Contents (विषयसूची)</b>	<b>Page No. (पृष्ठ सं)</b>
	<b>PART-A (TECHNICAL BID) भाग-ए (तकनीकी बोली)</b>	
1.	Important Bid Details (महत्वपूर्ण बोली विवरण)	5 – 8
2.	Notice inviting e-tender (ई - निविदा आमंत्रण सूचना)	9 – 13
3.	Letter for submitting Tender (ई - निविदा आमंत्रण सूचना)	14 – 14
4.	Eligibility Criteria (पात्रता मापदंड)	15 – 16
5.	Articles of Agreement (समझौते के लेख)	17 – 18
6.	Instruction to Bidders (बोलीदाताओं को निर्देश)	19 – 23
7.	General terms & conditions of contract (अनुबंध के सामान्य नियम एवं शर्तें)	24 – 35
8.	Special conditions of contract (अनुबंध की विशेष शर्तें)	36 – 37
9.	Scope of Work & other terms & conditions (कार्य का दायरा और अन्य नियम एवं शर्तें)	38 – 47
10.	Proforma & Annexures (प्रोफार्मा एवं अनुलग्नक)	48 – 56
11.	Check List (सूची जांचें)	57 – 57
	<b>PART-B (COMMERCIAL BID) भाग-बी (वाणिज्यिक बोली)</b>	
1	Sample of Price Bid (मूल्य बोली का नमूना)	58 – 59

### IMPORTANT BID DETAILS (महत्वपूर्ण बोली विवरण)

1.	TENDER REFERENCE निविदा संदर्भ	CO/MUM/GAD/AMC-SLA/2024-25
1.1	Name of work (कार्य का नाम)	आवासीय भवन सिल्वरलाइन अपार्टमेंट, अंधेरी (पूर्व) में, केयर टेकर कम कैटरर (02 नंबर), इलेक्ट्रीशियन कम प्लंबर कम कारपेंटर (01 नंबर), स्वीपर कम गार्डनर (01 नंबर) और स्वीपर कम सीवर मैन (01 नंबर) प्रदान करने के लिए वार्षिक रखरखाव अनुबंध (एएमसी) के लिए ऑनलाइन निविदा। <b>Annual Maintenance Contract (AMC) for providing Care Taker cum Caterer (02 Nos.), Electrician cum Plumber cum Carpenter (01 No.), Sweeper cum Gardener (01 No.) and Sweeper cum Sewer Man (01 No.) at residential building Silverline Apartment, Andheri (East).</b>
2.	Date of commencement of Tender download (निविदा डाउनलोड प्रारंभ होने की तिथि)	17.12.2024
3.	Last date and time for acceptance of queries (प्रश्नों की स्वीकृति के लिए अंतिम तिथि और समय)	26.12.2024 upto:15:30Hrs.
4.	Date & time of Pre-bid meeting (बोली-पूर्व बैठक की तारीख और समय)	26.12.2024 at 15:30Hrs. at <b>General Administration Division, Circle Office: Thane 4<sup>th</sup> floor, Pragati Tower Building BKC, Mumbai: 400051</b> <b>xx.06.2024 15:30</b> बजे। सामान्य प्रशासन प्रभाग, मंडल कार्यालय: ठाणे चौथी मंजिल, प्रगति टावर बिल्डिंग बीकेसी, मुंबई: <b>400051</b>
5.	Last date and time for downloading tender (टेंडर डाउनलोड करने की अंतिम तिथि एवं समय)	31.12.2024 upto: 12:00Hrs.
6.	Last date and time for Bid preparation and Hash Submission (बोली तैयार करने और हैश जमा करने की अंतिम तिथि और समय)	31.12.2024 upto: 12:00Hrs.
7.	Last Date for Bid Submission and Bid re-encryption (बोली जमा	31.12.2024 upto: 15:00Hrs.

	करने और बोली पुनः एन्क्रिप्शन की अंतिम तिथि)	
8.	Date and Time of Opening of Technical cum Eligibility Bid (तकनीकी सह पात्रता बोली खोलने की तिथि और समय)	31.12.2024 at 15:30 Hrs.
9.	Cost of Tender Document (निविदा दस्तावेज़ की लागत)	<b>Rs.590/- (Rupees Five Hundred and Ninety only).</b> Non-refundable, in form of crossed demand draft, in favour of Punjab National Bank, Payable at <b>Mumbai</b> . <b>*Firms registered under MSEs/MSME for supply of man powers are exempted from submission of tender fees.</b> रु.,590/-। पंजाब नेशनल बैंक के पक्ष में, मुंबई में देय, रेखांकित डिमांड ड्राफ्ट के रूप में गैर-वापसी योग्य। <b>*जनशक्ति की आपूर्ति के लिए एमएसई/एमएसएमई के तहत पंजीकृत फर्मों को निविदा शुल्क जमा करने से छूट दी गई है।</b>
10.	Earnest Money Deposit (बयाना राशि)	<b>Rs.32763/- (Rupees Thirty-Two Thousand Seven Hundred and Sixty Three Only).</b> Refundable to unsuccessful bidder, in form of crossed demand draft, in favour of Punjab National Bank, Payable at <b>Mumbai</b> . EMD shall be refunded to unsuccessful bidders after completion of bidding process. <b>*Firms registered under MSEs/MSME for supply of man powers are exempted from submission of EMD.</b> रु.32763/- (बत्तीस हजार सात सौ तिरसठ रुपये मात्र)। असफल बोली लगाने वाले को पंजाब नेशनल बैंक के पक्ष में मुंबई में देय रेखांकित डिमांड ड्राफ्ट के रूप में वापसी योग्य। बोली प्रक्रिया पूरी होने के बाद असफल बोलीदाताओं को ईएमडी वापस कर दी जाएगी। <b>*मानव शक्ति की आपूर्ति के लिए एमएसई/एमएसएमई के तहत पंजीकृत फर्मों को ईएमडी जमा करने से छूट दी गई है।</b>
11.	Validity of Tender (निविदा की वैधता)	90 days from the date of opening of price bid, online. (मूल्य बोली ऑनलाइन खोलने की तारीख से 90 दिन)।
12.	Estimated Cost of Project (परियोजना की अनुमानित लागत)	<b>Rs. 16,38,156.00 (inclusive GST)</b>
13.	Place of Physical Bid (Technical Bid) Submission & Opening of Bids (भौतिक बोली जमा करने और बोली खोलने का स्थान)	<b>General Administration Division Circle Office: Thane 4<sup>th</sup> floor, Pragati Tower Building BKC-Mumbai: 400051</b> सामान्य प्रशासन प्रभाग मंडल कार्यालय: ठाणे

		चौथी मंजिल, प्रगति टावर बिल्डिंग बीकेसी-मुंबई: <b>400051</b>
14	Last Date & Time for submission of physical bid (भौतिक बोली जमा करने की अंतिम तिथि और समय)	31.12.2024 upto 14:00Hrs.
15.	Duration & extent of contract (अनुबंध की अवधि और सीमा)	12 months and can be extended for further two years (one year + one year) on same terms & conditions with 3% annual increase on quoted/accepted amount, if Bank desires, on the basis of satisfactory performance of the successful vendor. सफल विक्रेता के संतोषजनक प्रदर्शन के आधार पर, यदि बैंक चाहे तो उद्धृत/स्वीकृत राशि पर 3% वार्षिक वृद्धि के साथ समान नियमों और शर्तों पर 12 महीने और आगे दो साल (एक वर्ष + एक वर्ष) के लिए बढ़ाया जा सकता है।
16.	Acceptance of letter (पत्र की स्वीकृति)	7 days from date of award of work कार्य सौंपे जाने की तारीख से 7 दिन
17.	Date of start of work (कार्य प्रारंभ होने की तिथि)	15 days from the date of issue of award letter. पुरस्कार पत्र जारी होने की तारीख से 15 दिन
18.	Place of opening of Bids (बोली खोलने का स्थान)	<b>General Administration Division</b> <b>Circle Office: Thane</b> <b>4th floor, Pragati Tower Building</b> <b>BKC-Mumbai: 400051</b> सामान्य प्रशासन प्रभाग मंडल कार्यालय: ठाणे चौथी मंजिल, प्रगति टावर बिल्डिंग बीकेसी-मुंबई: <b>400051</b>
19.	Contact Details (सम्पर्क करने का विवरण)	Chief Manager <b>General Administration Division</b> <b>Circle Office: Thane</b> <b>4th floor, Pragati Tower Building</b> <b>BKC-Mumbai: 400051</b> सामान्य प्रशासन प्रभाग मंडल कार्यालय: ठाणे चौथी मंजिल, प्रगति टावर बिल्डिंग बीकेसी-मुंबई: <b>400051</b>
20	Security Deposit (S.D) सुरक्षा जमा (एस.डी.)	1. Successful Contractor will deposit 10% of quoted /awarded amount within 02 days of date of order (in form of DD: In favour of Punjab National Bank, Payable at Mumbai) as S.D. 1. सफल ठेकेदार आदेश की तारीख के 02 दिनों के भीतर उद्धृत/सम्मानित राशि का 10% (डीडी के रूप में: पंजाब

		नेशनल बैंक के पक्ष में, मुंबई में देय) एस.डी. के रूप में जमा करेगा।
21	Refund of (S.D.) (एस.डी.) का रिफंड	2. S.D. amount will be paid to the Successful Contractor after successful completion of contract period. 2. एस.डी. अनुबंध अवधि के सफलतापूर्वक पूरा होने के बाद सफल ठेकेदार को राशि का भुगतान किया जाएगा।
22	Forfeiture of S.D. एस.डी. की ज़ब्ती	In case the contractor abandons the contract or leaves the contract unperformed, the Security Deposit shall be liable to be forfeited. यदि ठेकेदार अनुबंध छोड़ देता है या अनुबंध पूरा किए बिना छोड़ देता है, तो सुरक्षा जमा राशि जब्त कर ली जाएगी।

Bank will be following the e-tender process. The complete details of the requirements for participation in the e-tender process of the bank are given in the website <https://etender.pnbnet.in>, which may be referred for details & clarification. It is essential for the bidder to be registered on our website to be able to submit the bid online also.

बैंक ई-टेंडर प्रक्रिया का पालन करेगा। बैंक की ई-टेंडर प्रक्रिया में भाग लेने के लिए आवश्यकताओं का पूरा विवरण वेबसाइट <https://etender.pnbnet.in> पर दिया गया है, जिसे विवरण और स्पष्टीकरण के लिए देखा जा सकता है। बोली लगाने वाले को ऑनलाइन बोली जमा करने में सक्षम होने के लिए हमारी वेबसाइट पर पंजीकृत होना आवश्यक है।

Note: - Technical bids will be opened in the presence of bidders who choose to attend as above. The above schedule is subject to change. Notice of any changes will be published on Bank's website ([www.pnbindia.in](http://www.pnbindia.in) & <https://etender.pnbnet.in>) wherever feasible. Further, please note that commercial bid opening date, time will be intimated to the technically qualified bidders at a later date.

नोट:- तकनीकी बोलियां उन बोलीदाताओं की उपस्थिति में खोली जाएंगी जो उपरोक्त अनुसार भाग लेना चाहेंगे। उपरोक्त अनुसूची परिवर्तन के अधीन है। जहां भी संभव हो, किसी भी बदलाव की सूचना बैंक की वेबसाइट ([www.pnbindia.in](http://www.pnbindia.in) और <https://etender.pnbnet.in>) पर प्रकाशित की जाएगी। इसके अलावा, कृपया ध्यान दें कि वाणिज्यिक बोली खोलने की तारीख, समय तकनीकी रूप से योग्य बोलीदाताओं को बाद में सूचित किया जाएगा।



## **NOTICE INVITING e-TENDER (ई - निविदा आमंत्रण सूचना)**

Punjab National Bank (PNB) invites E-tenders (two bid systems) for **Annual Maintenance Contract (AMC) for providing Care Taker cum Caterer (02 Nos.), Electrician cum Plumber cum Carpenter (01 No.), Sweeper cum Gardener (01 No.) and Sweeper cum Sewer Man (01 No.) at residential building Silverline Apartment, Andheri (East) who fulfil the eligibility criteria** mentioned in tender documents. Tender documents may be downloaded from our official website [www.pnbindia.in](http://www.pnbindia.in) & bank's e-Tendering website <https://etender.pnbnnet.in>

पंजाब नेशनल बैंक (पीएनबी) केयर टेकर कम कैटरर (02), इलेक्ट्रीशियन सह प्लंबर सह बढ़ई (01), स्वीपर सह माली (01) प्रदान करने के लिए वार्षिक रखरखाव अनुबंध (एएमसी) के लिए ई-टेंडर (दो बोली प्रणाली) आमंत्रित करता है। नंबर) और आवासीय भवन सिल्वरलाइन अपार्टमेंट, अंधेरी (पूर्व) में स्वीपर सह सीवर मैन (01 नंबर) जो निविदा दस्तावेजों में उल्लिखित पात्रता मानदंडों को पूरा करते हैं। निविदा दस्तावेज हमारी आधिकारिक वेबसाइट [www.pnbindia.in](http://www.pnbindia.in) और बैंक की ई-टेंडरिंग वेबसाइट <https://etender.pnbnnet.in> से डाउनलोड किए जा सकते हैं।

The **tender cost fee of Rs.590/- inclusive of GST & EMD for Rs.32763/-** in the form of Demand Draft shall be submitted by bidders in a separate envelope in Envelope No.1. निविदा लागत शुल्क रु.590/- जीएसटी और ईएमडी सहित रु.32763/- डिमांड ड्राफ्ट के रूप में बोलीदाताओं द्वारा लिफाफा संख्या 1 में एक अलग लिफाफे में जमा किया जाएगा।

The Bidders intending to participate in this tender are required to get enrolled on the bank's website i.e. <https://etender.pnbnnet.in>. Enrolment on the above mentioned website is mandatory.

इस निविदा में भाग लेने के इच्छुक बोलीदाताओं को बैंक की वेबसाइट यानी <https://etender.pnbnnet.in> पर नामांकित होना आवश्यक है। उपरोक्त वेबसाइट पर नामांकन अनिवार्य है।

As the bids of the Bidders have to be digitally signed by the Digital Certificate of the respective Bidder before submitting the bids online, the bidders are advised to obtain Digital Certificates in order to bid for the tender.

चूंकि बोलीदाताओं की बोलियों को ऑनलाइन बोलियां जमा करने से पहले संबंधित बोलीदाता के डिजिटल प्रमाणपत्र द्वारा डिजिटल रूप से हस्ताक्षरित किया जाना चाहिए, इसलिए बोलीदाताओं को निविदा के लिए बोली लगाने के लिए डिजिटल प्रमाणपत्र प्राप्त करने की सलाह दी जाती है।

The Tender Documents containing detailed terms & conditions can be downloaded online directly from the portal <https://etender.pnbnnet.in> as per tender schedule attached and shall be submitted online.

विस्तृत नियम एवं शर्तों वाले निविदा दस्तावेज संलग्न निविदा अनुसूची के अनुसार पोर्टल <https://etender.pnbnnet.in> से सीधे ऑनलाइन डाउनलोड किए जा सकते हैं और ऑनलाइन जमा किए जाएंगे।

Bidders may submit their queries regarding any technical clarification up to 15:30Hrs before **26.12.2024** through e-mail: [cothanegad@pnb.co.in](mailto:cothanegad@pnb.co.in)

बोलीदाता किसी भी तकनीकी स्पष्टीकरण के संबंध में अपने प्रश्न 26.12.2024 से पहले 15:30 बजे तक ई-मेल के माध्यम से प्रस्तुत कर सकते हैं: [cothanegad@pnb.co.in](mailto:cothanegad@pnb.co.in)

Standardized documents may be downloaded from the "Corrigendum / Addendums" section of the above mentioned portal up to **12:00 Hrs on 31.12.2024** after clarification on queries. No deviation on the above will be entertained by the bank there after.

मानकीकृत दस्तावेज़ प्रश्नों पर स्पष्टीकरण के बाद 31.12.2024 को 12:00 बजे तक उपरोक्त उल्लिखित पोर्टल के "शुद्धिपत्र / परिशिष्ट" अनुभाग से डाउनलोड किए जा सकते हैं। इसके बाद बैंक द्वारा उपरोक्त पर कोई विचलन नहीं माना जाएगा।

Based on the clarification of conditions by the bank, the intending bidder will submit their unconditional acceptance on the prescribed format along with tender document.  
बैंक द्वारा शर्तों के स्पष्टीकरण के आधार पर, इच्छुक बोलीदाता निर्धारित प्रारूप पर अपनी बिना शर्त स्वीकृति निविदा दस्तावेज़ के साथ प्रस्तुत करेंगे।

### **Submission of Tender (निविदा प्रस्तुत करना)**

Bidders are required to submit their bids in the three envelope system as detailed under. बोलीदाताओं को नीचे बताए अनुसार तीन लिफाफे प्रणाली में अपनी बोलियां जमा करनी होंगी।

### **Envelope No.1- Tender Cost & EMD (लिफाफा नंबर 1- निविदा लागत और ईएमडी)**

Envelope No.1 shall contain Tender Cost of **Rs.590/-inclusive of GST**, in the form of crossed Demand Draft which shall be non-refundable & EMD for **Rs.32763/-** in the form of DD, favouring Punjab National Bank payable at Mumbai. This envelope shall be super scribed "**Envelope No. 1- Tender Cost & EMD for Bid: Annual Maintenance Contract (AMC) for providing Care Taker cum Caterer (02 Nos.), Electrician cum Plumber cum Carpenter (01 No.), Sweeper cum Gardener (01 No.) and Sweeper cum Sewer Man (01 No.) at residential building Silverline Apartment, Andheri (East)**".

लिफाफा नंबर 1 में जीएसटी सहित रु. 590/- की निविदा लागत क्रॉस्ड डिमांड ड्राफ्ट के रूप में होगी, जो गैर-वापसी योग्य होगी और फॉर्म में रु. 32763/- की ईएमडी होगी। डीडी का, पंजाब नेशनल बैंक के पक्ष में मुंबई में देय। इस लिफाफे के ऊपर "लिफाफा नंबर 1- निविदा लागत और बोली के लिए ईएमडी: केयर टेकर कम कैटरर (02 नंबर), इलेक्ट्रीशियन कम प्लंबर सह बढ़ई (01 नंबर), स्वीपर सह प्रदान करने के लिए वार्षिक रखरखाव अनुबंध (एएमसी) लिखा होगा। आवासीय भवन सिल्वरलाइन अपार्टमेंट, अंधेरी (पूर्व) में माली (01 नंबर) और स्वीपर सह सीवर मैन (01 नंबर)।

**Note: Bid without tender fees & EMD shall be summarily rejected.**

नोट: निविदा शुल्क और ईएमडी के बिना बोली को सरसरी तौर पर खारिज कर दिया जाएगा।

### **Envelope No. 2 – Technical Bid (लिफाफा नंबर 2 - तकनीकी बोली)**

Envelope No. 2 shall contain technical bid (one set of duly signed tender document except commercial bid). Each page and correction duly signed by Bidders including tender form duly filled in with complete details and descriptions. Bidder shall submit supporting documents in support of eligibility criteria as mentioned in tender documents.

This envelope shall be super scribed “**Envelope No. 2 - Annual Maintenance Contract (AMC) for providing Care Taker cum Caterer (02 Nos.), Electrician cum Plumber cum Carpenter (01 No.), Sweeper cum Gardener (01 No.) and Sweeper cum Sewer Man (01 No.) at residential building Silverline Apartment, Andheri (East).** The contractor should also submit attested copy of documents as per check list mentioned in this technical bid.

लिफाफा नंबर 2 में तकनीकी बोली (वाणिज्यिक बोली को छोड़कर विधिवत हस्ताक्षरित निविदा दस्तावेज का एक सेट) शामिल होगी। प्रत्येक पृष्ठ और सुधार पर बोलीदाताओं द्वारा विधिवत हस्ताक्षर किए गए हैं, जिसमें संपूर्ण विवरण और विवरणों के साथ विधिवत भरा हुआ निविदा प्रपत्र भी शामिल है। बोलीदाता को निविदा दस्तावेजों में उल्लिखित पात्रता मानदंड के समर्थन में सहायक दस्तावेज जमा करने होंगे। इस लिफाफे के ऊपर "लिफाफा नंबर 2 - केयर टेकर कम कैटरर (02 नंबर), इलेक्ट्रीशियन कम प्लंबर सह बढ़ई (01 नंबर), स्वीपर सह माली (01 नंबर) प्रदान करने के लिए वार्षिक रखरखाव अनुबंध (एएमसी) लिखा होगा। आवासीय भवन सिल्वरलाइन अपार्टमेंट, अंधेरी (पूर्व) में स्वीपर सह सीवर मैन (01 नंबर)। ठेकेदार को इस तकनीकी बोली में उल्लिखित चेक सूची के अनुसार दस्तावेजों की सत्यापित प्रति भी जमा करनी होगी।

### **Commercial bid (वाणिज्यिक बोली)**

Commercial bid shall be submitted **online only**. No physical copy of commercial bid (price bid) shall be submitted by bidder along with tender documents.

वाणिज्यिक बोली केवल ऑनलाइन जमा की जाएगी। बोलीदाता द्वारा निविदा दस्तावेजों के साथ वाणिज्यिक बोली (मूल्य बोली) की कोई भौतिक प्रति प्रस्तुत नहीं की जाएगी।

The price bid of technically eligible bidder who meets the eligibility criteria stipulated in tender documents will be opened online in the presence of participated or representatives of participated bidders. Date for opening of commercial bids will be intimated later.

तकनीकी रूप से पात्र बोली लगाने वाले, जो निविदा दस्तावेजों में निर्धारित पात्रता मानदंडों को पूरा करते हैं, की मूल्य बोली भाग लेने वाले या भाग लेने वाले बोलीदाताओं के प्रतिनिधियों की उपस्थिति में ऑनलाइन खोली जाएगी। वाणिज्यिक बोलियां खोलने की तारीख बाद में सूचित की जाएगी।

All disputes arising out of or in connection with this agreement shall deem to have arisen in Mumbai and only the courts of Mumbai shall have the jurisdiction to determine the same.

इस समझौते से उत्पन्न होने वाले या इसके संबंध में सभी विवाद मुंबई में उत्पन्न माने जाएंगे और केवल मुंबई की अदालतों को ही इसे निर्धारित करने का अधिकार क्षेत्र होगा।

- Last date for downloading the tender document (as per tender schedule).
- Last date for Bid Preparation and Hash Submission (as per tender schedule).
- Last date for Bid Submission (as per tender schedule).
- निविदा दस्तावेज़ डाउनलोड करने की अंतिम तिथि (निविदा अनुसूची के अनुसार)
- बोली तैयार करने और हैश जमा करने की अंतिम तिथि (निविदा अनुसूची के अनुसार)
- बोली जमा करने की अंतिम तिथि (निविदा अनुसूची के अनुसार)

**Please note that bid preparation and hash submission and bid submission along with re-encryption is compulsory activity, failing which bidder will not be able to submit the bids online.**

कृपया ध्यान दें कि बोली तैयार करना और हैश जमा करना और पुनः एन्क्रिप्शन के साथ बोली जमा करना अनिवार्य गतिविधि है, ऐसा न करने पर बोली लगाने वाला ऑनलाइन बोली जमा नहीं कर पाएगा।

Please note that for tendering procedure through the electronic tendering system, refer to the instructions for using the Electronic Tendering System document available along with the tender documents on <https://etender.pnbnet.in>.

कृपया ध्यान दें कि इलेक्ट्रॉनिक टेंडरिंग सिस्टम के माध्यम से टेंडरिंग प्रक्रिया के लिए, <https://etender.pnbnet.in> पर टेंडर दस्तावेजों के साथ उपलब्ध इलेक्ट्रॉनिक टेंडरिंग सिस्टम दस्तावेज का उपयोग करने के निर्देश देखें।

**Physical submission of technical bids along with supporting documents**  
**सहायक दस्तावेजों के साथ तकनीकी बोलियों को भौतिक रूप से जमा करना**

Sealed tenders (Technical Bid) as above will be received by the office of **Chief Manager (GAD), CO: Thane, 4<sup>th</sup> floor, Pragati Tower Building, BKC-Mumbai: 400051** up to **14:00** hours on **31.12.2024** and Envelope no.1 (Tender Cost) and technical bid (Envelope No.2) will be opened on **31.12.2024** at 15:30 Hrs.

उपरोक्तानुसार मुहरबंद निविदाएं मुख्य प्रबंधक (जीएडी), सीओ: ठाणे, चौथी मंजिल, प्रगति टॉवर बिल्डिंग, बीकेसी-मुंबई: 400051 के कार्यालय में 31.12.2024 को 14:00 बजे तक प्राप्त की जाएंगी और लिफाफा संख्या 1 (निविदा) लागत) और तकनीकी बोली (लिफाफा नंबर 2) 31.12.2024 को 15:30 बजे खोली जाएगी।

**Tenders received late on account of any reason whatsoever and telegraphic tenders will not be entertained. The tender not accompanied by the Tender Cost & EMD deposited by Demand Draft are liable to be rejected as NON-RESPONSIVE.**

किसी भी कारण से देरी से प्राप्त होने वाली निविदाओं और टेलीग्राफिक निविदाओं पर विचार नहीं किया जाएगा। निविदा लागत और ईएमडी के साथ डिमांड ड्राफ्ट जमा न करने वाली निविदा को गैर-उत्तरदायी मानकर खारिज कर दिया जाएगा।

The Tender shall be valid for a period of 90 days after the date of opening of Commercial Bid (online).

निविदा वाणिज्यिक बोली (ऑनलाइन) खोलने की तारीख के बाद 90 दिनों की अवधि के लिए वैध होगी।

The Bank will not be bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reasons whatsoever.

बैंक न्यूनतम निविदा को स्वीकार करने के लिए बाध्य नहीं होगा और बिना कोई कारण बताए किसी भी या सभी निविदाओं को स्वीकार या अस्वीकार करने का अधिकार सुरक्षित रखता है।

Interested Bidders are requested to send the email to **cothanegad@pnb.co.in** containing following information, so that in case of any clarification same may be issued to them.

इच्छुक बोलीदाताओं से अनुरोध है कि वे निम्नलिखित जानकारी सहित cothanegad@pnb.co.in पर ईमेल भेजें, ताकि किसी भी स्पष्टीकरण के मामले में उन्हें जारी किया जा सके।

- a) Name of company (कंपनी का नाम)
- b) Contact person (संपर्क व्यक्ति)
- c) Mailing address with Pin Code (पिन कोड के साथ डाक पता)
- d) Telephone No (टेलीफोन नंबर)
- e) Fax No (फैक्स नं)
- f) Email address (ईमेल पता)
- g) Mobile No (मोबाइल नंबर)

Yours faithfully (आपका विश्वासी),

FOR & ON BEHALF OF PUNJAB NATIONAL BANK  
पंजाब नेशनल बैंक के लिए एवं उसकी ओर से

**Chief Manager (मुख्य प्रबंधक)**

## LETTER OF SUBMITTING TENDER

Chief Manager,  
GAD, Thane  
4<sup>th</sup> Floor, Pragati Tower Building  
BKC, Mumbai:400051.

Dear Sir,

With reference to the tender invited by you for **Annual Maintenance Contract (AMC) for providing Care Taker cum Caterer (02 Nos.), Electrician cum Plumber cum Carpenter (01 No.), Sweeper cum Gardener (01 No.) and Sweeper cum Sewer Man (01 No.) at residential building Silverline Apartment, Andheri (East)**. I/ We do hereby offer to execute the work under contract at the respective rates mentioned in the schedule of quantities. I/ We have seen the site understood the general conditions. I/ We agree to execute the work as per specifications general conditions of contract, special conditions, additional conditions, schedule of quantities etc.

I/ We have submitted **EMD for Rs.32,763/-**(Rupees Thirty Two Thousand Seven Hundred Sixty Three only) favouring Punjab National Bank payable at Mumbai bearing **D.D. No.**----- issued from **Bank**----- **dated**-----/exemption certificate of estimated value by the way of Demand Draft which amount will not bear any interest. I/ We do hereby agree that this sum shall be forfeited by you in the event our tender is accepted and I/ We fail to execute the contract when called upon to do so.

I/ We understand that you are not bound to accept the lowest or any tender that you receive.

Yours faithfully,

(CONTRACTORS)

Tenders submitted on \_\_\_\_\_ before \_\_\_\_\_ P.M.

### Eligibility Criteria

**This invitation of bid is open to all Indian Companies having presence in India who fulfil the eligibility criteria as mentioned below.**

S. No.	Eligibility Criteria
1	Registered & operating Office of bidder should be in Mumbai & MMR (Mumbai Metropolitan Region). Proof is required.
1.1	<p>Firms should be at least 07 years, ending Nov. 2024. For proprietorship firm, date of creation of firm shall be reckoned from the date of registration of VAT/S. tax/GST whichever is older.</p> <p>For partnership firm, effective date of creation of firm shall reckoned from the date of constitution of partnership deed/ re-constitution of partnership deed whichever is later.</p> <p>For Company, effective date of creation of firm shall be reckoned from the date of ROC,MOA&amp; AOA.</p>
2	<p>Track record of bidder should be clean and should not have any involvement in illegal activities or financial frauds. There should not be any case with the Police/Court/Regulatory authorities against the bidder.</p> <p>Bidder must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authorities.</p> <p>The bidder should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract.</p> <p>Bidder must not have been suspended / delisted / blacklisted by any organization on any grounds for last 05 years.</p> <p>For above, please furnish the relevant annexure on affidavit.</p>
3	<p>Bidder should be capable of handling <b>Annual Maintenance Contract (AMC) of Housekeeping, Operation &amp; day to day Maintenance of Pumps, Sanitary, Civil-Carpentry, Electrical installations etc.</b> The Bidder (Proprietorship / Partnership/Company) should have following Registrations.</p> <p>a) E.P.F. Registration (Copy of latest deposit challan is required)</p> <p>b) E.S.I. Registration (Copy of latest deposit challan is required)</p> <p>c) GST registration.</p> <p>d) PAN Number</p> <p>Note:-</p> <p>I. In case of Partnership Firm, besides above, copy of Partnership deed is also required.</p> <p>II. In case of Company, besides above, copy of ROC, MOA &amp; AOA is also required.</p>
4	<b><u>Bidder should have valid Electrical Contractor License</u></b> and validity should be at least up to <b>31 Dec., 2024</b> . Copy of License is required.
5	<b><u>Bidder should have valid Labour License/License for supply of manpower issued from the office of the labour Department of Maharashtra/Central Govt. of India/any state or UT of India</u></b> and validity should be at least up to <b>31 Dec, 2024</b> . Copy of License
6	Bidder should have average annual turnover during the last 3 years, ending 31 <sup>st</sup> March of 2024, should be at least <b>30% of estimated cost</b> . Bidder to submit GST No, Balance sheets along with Trading Profit & Loss Account statement of the last three financial years.

7	<p>Bidder should have experience of having successfully completed similar works <b>AMC of Housekeeping, Operation &amp; day to day maintenance of Pumps, Sanitary, Civil-Carpentry, Electrical installations) etc. and beside this should have experience of carrying out composite repairing &amp; maintenance works of buildings/offices</b> of Banks/State or Central Govt./Public Sector organization/ reputed Ltd. companies during the last 7 years ending 30<sup>th</sup> Nov., 2024 (Between 01.12.2017 to 30.11.2024) should be either of the following:</p> <p>a. Three similar completed works costing not less than amount equal to Rs. 6.55Lakh (40% of estimated cost).</p> <p style="text-align: center;">OR</p> <p>b. Two similar completed works costing not less than amount equal to Rs. 8.19Lakh (50% of estimated cost).</p> <p style="text-align: center;">OR</p> <p>c. One similar completed works costing not less than amount equal to Rs. 13.10Lakh (80% of estimated cost).</p> <p><b>Similar Work: AMC of Housekeeping, Operation &amp; day to day maintenance of Pumps, Sanitary, Civil-Carpentry, Electrical installations) etc. and beside this should have experience of carrying out composite repairing &amp; maintenance works of buildings/offices</b> of Banks/State or Central Govt./Public Sector organization/ reputed Ltd. companies during the last 7 years.</p> <p>Bidder to submit copy of work completion certificate for completion of awarded work and Performance certificate from employer as evidence of satisfactory performance of work.</p> <p>Bidder to submit copy of work orders, completion certificate for completion of awarded work and Performance certificate from employer as evidence of satisfactory performance of work.</p>
8	<p>Bidder should have maximum 12 months old Solvency certificate at least equal to 30% of the estimated cost, issued from the Bank. (From 01 Dec., 2023 to 30<sup>th</sup> Nov. 2024).</p>

**Note: -** The vendor should have sufficient manpower and will have to provide sufficient staff as per scope of work to attend the work and the payment of staff will have to paid by vender as per the wages announced by Central Govt. from time to time as per the notification. The vender will have to deposit all statutory dues, i.e. PF and ESI of employees regularly. The vender will have to follow all the statutory rules and provisions as required by law.

Beside AMC, successful contractor will be carrying out all Civil-Electrical, plumbing, Sanitation, carpentry, furnishing etc. works of residential building Silverline Apartment, Andheri (East).



## ARTICLES OF AGREEMENT

This Agreement is made at Mumbai on..... Day of..... 2024 between Punjab National Bank (**CO: Thane, 4<sup>th</sup> Floor, Pragati Tower Building, BKC, Mumbai: 400051**) a Body Corporate, constituted under the Banking Companies (Acquisition and transfer of undertakings) Act 1970, having its Head Office at Plot No 4, Sector -10, Dwarka, Delhi-110075 (hereinafter called the "Bank", which term shall, wherever the context so permits, mean and include its successors and assigns) of the one part

&

..... (Herein after called "the Tenderer") of the other part.

WHEREAS the Employer is desirous of **Annual Maintenance Contract (AMC) for providing Care Taker cum Caterer (02 Nos.), Electrician cum Plumber cum Carpenter (01 No.), Sweeper cum Gardener (01 No.) and Sweeper cum Sewer Man (01 No.) at residential building Silverline Apartment, Andheri (East)** and has vide letter of acceptance dated ..... accepted a tender by the Tenderer for the execution, completion, and maintenance of such works. The successful tenderer (M/s. -----) has deposited Rs.\_\_\_\_, with the Bank as security deposit for due performance of the agreement.

### NOW THIS AGREEMENT WITNESSES AS FOLLOWS:

1. In this agreement words and expressions shall have the same meaning as are respectively assigned to them in the said conditions of contract hereinafter referred to.
2. The following documents and the terms & conditions contained therein shall form and construe as integral part and parcel of this agreement viz.
  - a) Original tender document.
  - b) Relevant correspondence (all letter/ correspondence) forming parts of contract and referred to in acceptance letter.
  - c) Acceptance letter
  - d) Bill of quantities
  - e) Other additional documents as required
  - f) Corrigendum, if any.
3. The aforesaid documents shall be taken as complementary and mutually explanatory of one another, but in the case of ambiguities or discrepancies the latest documents issued by the Bank shall prevail over the earlier documents.
4. In consideration of payment to be made by the employer to the tenderer as hereinafter mentioned, the tenderer hereby covenants with the employer to perform execute, complete and maintain the work in conformity in all respects with the provision of the contract.

5. It is also agreed that bank may, in the event of termination of contract as provided herein having regard to exigencies of matter, arrange maintenance/ repair/ replacement of parts etc. in discretion from any other source/ agency from the date of notice. In the event of termination of contract for non-satisfactory performance of the contract, the security deposit made by tenderer shall stand forfeited. The Bank is not liable to pay any interest on the security deposit made by the tenderer.

6. The Annual service contract includes **Annual Maintenance Contract (AMC) for providing Care Taker cum Caterer (02 Nos.), Electrician cum Plumber cum Carpenter (01 No.), Sweeper cum Gardener (01 No.) and Sweeper cum Sewer Man (01 No.) at residential building Silverline Apartment, Andheri (East).**

7. The employer hereby covenants to pay the tenderer in consideration of the execution, completion and maintenance of the work such sums as shall become payable hereunder at the time(s) and in the manner prescribed in the said conditions and price schedule of quantities / bill of quantities prescribed in the contract.

8. All disputes or differences whatsoever arising between the parties shall be settled amicably. If parties are not able to solve amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act 1996. Venue of arbitration shall be Mumbai. Arbitration shall be conducted by the sole arbitrator.

IN WITNESS, whereof the parties hereto have caused their respective common seals to be hereunto affixed (or have hereunto set their respective hands and seals) the day, month and year first above written.

SIGNED SEALED AND DELIVERED BY THE

Said\_\_\_\_\_

Said\_\_\_\_\_

(Name  
On behalf of the contractor

(Name  
On behalf of the Employer

In the presence of

in the presence of

Name:

Name:

Address

Address

## **INSTRUCTIONS TO BIDDERS FOR ONLINE SUBMISSION OF BID**

### **STEPS FOR BID SUBMISSION ONLINE**

1. Make Digital signature certificate (DSC)
2. Visit at PNB e-tender System (etender.pnbnet.in)
3. Download Bidder Manual from option Bidder Support and follow the instructions
4. Go to Bidder support, follow the instructions and do vendor registration
5. Get registration confirmation from Bank
6. Get configured your PC/Laptop from IT personal at your end as per instructions given in bidder's manual
7. Download schedule of activities from site: etender.pnbnet.in
8. As per schedule you can download the tender documents
9. As per schedule prepare the bid & Hash submission
10. As per schedule do the activity of re-encryption

**Note: - Bidders are advised to note that Bank will not entertain queries pertaining to process of activities and issues pertaining to activities. Bank will entertain queries pertaining to technical bid clarification and approval of registration only.**

(Bidders are advised to go through the Instructions, Terms & conditions before submitting offer)

### **MODIFICATION AND WITHDRAWAL OF BID BY THE TENDERER**

Modification of the submitted bid shall be allowed on-line and the bidder may modify and resubmit the bid on-line only before the deadline of Bid Hash Preparation. For modification of e-bid, bidder has to rework and upload/resubmit digitally signed modified bid on bank's e-tendering portal i.e. <https://pnbindia.biz>.

Bids once submitted will be treated as final and no bid may be modified subsequent to the deadline for Bid Hash Preparation.

No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of period of bid validity specified in tender documents. For withdrawal of bid after the end date of online bid submission, the bidder will have to make a request in writing to Tender Inviting Authority of Bank. Withdrawal of bid may be allowed till issue of work order with the following provision of penal action.

If the request of withdrawal is received before informing the date for opening of commercial bid, the EMD submitted by bidder will be forfeited and bidder will be debarred for 6 months from participating in tenders in PNB. The commercial bid of remaining technically qualified bidders will be opened and the tender process shall go on.

If the request of withdrawal is received after informing the date for opening of commercial bid, the EMD submitted by bidder will be forfeited and bidder will be debarred for 1 year from participating in tenders in PNB. The price bid of remaining technically qualified bidders will only be opened.

## **1. BIDDING PROCESS (TWO STAGES)**

For the purpose of the present job, a two-envelope bidding process will be followed. The response to the present tender will be submitted in two parts:

- Technical bid
- Commercial bid

The bidders will have to submit the technical bid in Bank's e-procurement system as well as in hard copy and commercial bids in only online form through Bank's e-procurement system.

### **1.1 TECHNICAL BID**

Technical Bid will also contain the Compliance statement as per the Terms & Conditions mentioned in the Tender Documents, and NOT contain any pricing or commercial information at all. Technical bid documents with any commercial information will be rejected.

In the first stage, only TECHNICAL BIDS will be opened and evaluated on the parameter that the bidders have submitted the requisite tender fee (if applicable) and EMD in the correct format. Only those bidders confirming compliance to all the terms & conditions of Tender document shall be short-listed for commercial stage.

### **1.2 COMMERCIAL BID**

In the second stage, the COMMERCIAL BID of only those bidders, whose technical bids are short listed i.e. bidders who have submitted the requisite tender fee (if applicable) and EMD in the correct format, will be opened.

## **2. SUBMISSION OF BIDS**

2.1 Bidders are required to strictly submit their bids in electronic form using the e-procurement system at <https://etender.pnbnet.in> in the Bank by using their digital certificates of class III and above (both encryption and signing). All the interested bidders should register themselves in the e-procurement system <https://etender.pnbnet.in> for submitting the bids online, if they have not done earlier. The Tender document and further corrigendum, if any can also be downloaded from Bank's website [www.pnbindia.in](http://www.pnbindia.in). Bids received after closing of the bid in the e-procurement system are summarily rejected without any reason. The commercial bid should be submitted online only.

### **Envelope No.1- Tender Cost & EMD - Marked Cover-I**

Envelope No.1 shall contain Cost of Tender Document of **Rs.590/-** (including GST), in the form of Demand Draft which shall be non-refundable along with Earnest Money Deposit (EMD) of **Rs.32,763/-** by crossed Demand Draft/ Bank Guarantee from scheduled commercial bank, payable at Mumbai and drawn in favour of Punjab National Bank and to be submitted with Envelope-I. This envelope shall be super scribed "Tender Cost and EMD for **Annual Maintenance Contract (AMC) for providing Care Taker cum Caterer (02 Nos.), Electrician cum Plumber cum Carpenter (01 No.), Sweeper cum Gardener (01 No.) and Sweeper cum Sewer Man (01 No.) at residential building Silverline Apartment, Andheri (East).**

### **Envelope No. 2 – Technical Bid – Marked Cover-II**

Envelope No. 2 shall contain technical bid (one set of duly signed tender document except commercial bid). Each page and correction duly signed by Bidders including tender form duly filled in with complete details and descriptions. This envelope shall be super scribed “Envelope No. 2 - **Annual Maintenance Contract (AMC) for providing Care Taker cum Caterer (02 Nos.), Electrician cum Plumber cum Carpenter (01 No.), Sweeper cum Gardener (01 No.) and Sweeper cum Sewer Man (01 No.) at residential building Silverline Apartment, Andheri (East).**”

Both Envelope No. 1 and Envelope No. 2 shall be contained in Envelope No. 3 super scribed “Envelope No. 3 – Cover-III– **Annual Maintenance Contract (AMC) for providing Care Taker cum Caterer (02 Nos.), Electrician cum Plumber cum Carpenter (01 No.), Sweeper cum Gardener (01 No.) and Sweeper cum Sewer Man (01 No.) at residential building Silverline Apartment, Andheri (East).**”

Both Envelope No. 1 and Envelope No. 2 contained in Envelope No. 3 should reach the below mentioned address before the final date & time of bid submission mentioned in the tender schedule.

**Chief Manager  
Punjab National Bank  
GAD, CO: Mumbai-Thane  
4<sup>th</sup> Floor, Pragati Tower Building  
BKC, Bandra (East), Mumbai.**

### **3. LIST OF DOCUMENTS TO BE SUBMITTED**

- i. Documents required in Technical Bid Envelope (Sealed Cover= Envelope No. 2 – Technical Bid – Marked Cover-II):
  - a) Bidders undertaking letter
  - b) Bidder Information
  - c) Acceptance of Compliance Statement
  - d) Duly signed Tender document and corrigendum, if any
  - e) Power of attorney in favour of authorized person signing the Bid documents.
- ii. Earnest Money Deposit & Tender Fee (Sealed Cover= Envelope No.1- Tender Cost & EMD– Marked Cover-I)

#### **Note:**

- a. All pages of the bid documents must be signed by authorized person.
- b. All pages of the bid documents should be numbered in serial order i.e. 1, 2, 3...
- c. Commercial bid to be submitted in e-procurement process only. No hardcopy of the same be enclosed with the supporting documents. Submission of Commercial Bid along with Physical submission of tender document will summarily lead to rejection of the bid.

### **4. PRELIMINARY EXAMINATION**

4.1 Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

4.2 The award of contract will be based on evaluation of technical bids (on the parameter that the bidders have submitted the requisite tender fee, if applicable and EMD in the correct format as well as the entire tender document has been signed and stamped by the authorized signatory) and commercial bids. The bid determined as “not in order” as per the tender document will be rejected by the Bank. The decision of the Bank is final towards evaluation of the bid documents.

## **5. EVALUATION AND AWARD CRITERIA**

5.1 After opening of the technical bids, all the documents and annexure (except commercial documents/offer) will be evaluated first by the Bank. First, received bids will be evaluated based on the eligibility criteria. Technical bids of only those bidders satisfying the eligibility criteria will be evaluated.

5.2 Only those bidders satisfying the technical requirements and accepting the terms and conditions of this document shall be short-listed for further steps.

5.3 PNB will determine to their satisfaction whether the bidder selected as having submitted the best evaluated responsive bid is qualified to satisfactorily perform the contract. The decision of PNB will be final in this regard.

5.4 The determination will take into account bidder's financial, technical and support capabilities, based on an examination of documentary evidence submitted by bidders in support of eligibility criteria.

5.5 The award of contract will be based on evaluation of technical and commercial bids.

## **BIDDER'S INFORMATION**

1. Name
2. Constitution
3. Address
4. Names & Addresses of the Proprietor/Partners/Directors, as applicable
5. Name of Contact Person(s) with their Mobile Numbers
6. Office Telephone, Fax, e-mail
7. PAN No.
8. GST No.
9. Manpower Employed

## **GENERAL TERMS AND CONDITIONS (GTC)**

Sealed tenders should be addressed to The **Chief Manager, GAD, CO: Thane, 4<sup>th</sup> Floor, Pragati Tower Building, BKC, Mumbai: 400051** superscripted **“Annual Maintenance Contract (AMC) for providing Care Taker cum Caterer (02 Nos.), Electrician cum Plumber cum Carpenter (01 No.), Sweeper cum Gardener (01 No.) and Sweeper cum Sewer Man (01 No.) at residential building Silverline Apartment, Andheri (East) and sent so as to reach not later than 14:00Hrs. on 31.12.2024.**

1. No tender will be received after **14:00 Hrs. on 31.12.2024** under any circumstances whatsoever.
2. Part A (Technical Bid) will be opened on at **15.30Hrs** in presence of the tenderers/ their representatives who wish to be present.
3. The tender shall remain valid for a period of 90 days from the date of opening the commercial bids.
4. Each page of the tender documents is required to be signed by the person or persons submitting the tender in token of his / their having acquainted himself / themselves with the tender documents in total.
5. The successful Tenderer to whom the Contract is awarded shall deposit as Security Deposit (SD) by the way of Bank Demand Draft sum to make up 10% of the value of the accepted tender.
6. The Security Deposit (SD) will have to be made by the Contractor to the Bank within 3 days of acceptance of award letter, failing which the employer at his discretion may revoke the letter of acceptance. The SD shall be accepted in the form of Demand draft not by Bank Guarantee. The employer is not liable to pay any interest on SD. In case of default on the part of contractor to perform and observe any covenant, conditions and provisions herein contained, it shall be lawful for PNB in its absolute discretion to forfeit the whole of the SD or a part thereof with prejudice to any other right or remedy that may be available to it against the Contractor under this agreement, for such breach.
7. The SD will be refunded only after satisfactory fulfillment of the contract. In case the contractor abandons the contract or leaves the contract unperformed, the SD shall be liable to be forfeited.
8. All compensation or other sums of money payable by the contractor to the employer under the terms of the contract may be deducted from his SD. The amount so permit and contractor shall unless such deposit has become otherwise payable, within ten days after such deduction make good in cash the amount so deducted.
9. **Duration of contract and notice period:** - The period of contract shall be 12 months from the date of commencement and can be extended for further two years (one year + one year) on same terms & conditions with 3% annual increase on quoted rate, if Bank desires, on basis of satisfactory performance of the Successful Bidder. The contract can however, be terminated by PNB by giving a notice of 30 days without assigning any reason whatsoever.



10. The Successful Bidder must not assign the contract. He must not sub-let any portion of the contract except with the written consent of the Employer failing which the employer may rescind the contract and the security deposit shall stand forfeited and at absolute discretion of the employer.
11. The tenderer must obtain for himself on his own responsibility all the information which may be necessary for the purpose of making a tender and entering into a contract. The tenderer is advised to inspect the installations at the site of work and acquaint him with all local conditions, nature of work and all matters pertaining thereto.
12. The Successful Bidder must co-operate with other contractors engaged by the employer and the work shall proceed smoothly with least possible delay and to the satisfaction of the employer.
13. The employer shall provide water and electric power from the existing sources free of cost.
14. On award of work, the Successful contractor will furnish to PNB full particulars of the staff deployed on the work and issue/ obtain identity cards, which shall be carried by them throughout the time of their duty. The security staff of PNB shall have right to check or interrogate to any of the contractor's staff while entering/ leaving the premises.
15. The staff provided by the Successful contractor shall be disciplined, polite and courteous. They shall not misbehave with any PNB staff and shall not engage themselves in any unlawful activities in the premises. The contractor shall be fully responsible for any theft, burglary, fire or any other mischievous deeds of his staff and shall replace any staff if asked for by PNB.
16. The rates quoted shall be applicable throughout the period of contract.
17. **Payment Period:** - The contractor shall submit bill once in a month which will be paid within 15 days.
18. The Successful Contractor shall be responsible for settling any claim/ compensation against all damages and accidents caused due to negligence on the part of his employees and keep Bank indemnified from any compensation/ liability.
19. GST or any other Tax on materials and also on the turn over, if any, in respect of this contract shall be paid extra by the Bank as per applicable rates.
20. The Successful Contractor shall discharge obligations as provided under various applicable statutory enactments including the Employees Provident Fund & Miscellaneous Provisions Act, 1952, the Employees State Insurance (ESI) Act, 1948 ESI (if applicable at the place of work –Mumbai, Maharashtra State), the Contract Labour (Regulation & Abolition) Act, 1970, the Inter-State Migrant workman (Regulation of employment & conditions of Service) Act, 1979, The Minimum Wages Act, 1928, the Payment of Wages Act, 1936, The Workmen's Compensation Act,

1923 and other relevant Act, Rules and Regulations, instructions etc. issued / enforced from time to time.

21. Existing drains, pipes. Cables, overhead wires, sewer lines, water lines and other services encountered in the course of the execution of the work shall be protected against the damage by the contractor at his own expense. The Successful contractor shall not store materials or otherwise occupy any part of the site in a manner likely to hinder the operations of such services.
22. Samples of all materials required for execution of the work shall be got approved from the Officer-in-Charge. Materials manufactured by Firms of repute as required and shall only be used. Materials classified as "First Quality" by the manufacturer shall be used unless otherwise specified. In case materials bearing BIS Certification mark are not available, the quality of samples brought by the contractor shall be judged by the standards laid down in the relevant BIS specifications. All materials and articles brought by the contractor to the site for use shall conform to the samples approved by the Officer-in-Charge which shall be preserved till the completion of the work.
23. Work shall be carried out on all days including Sundays and Holidays. The contractor shall attend complaints received in connection with the services immediately. Any failure will attract penalty as decided by the bank.
24. The Successful Contractor shall take at his own cost, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the aforementioned services to be rendered to the bank and against all claims, damages or compensations payable under workmen's Compensation Act, 1923 or any modification thereof.

## 25. **TAXES AND DUTIES-**

The bidders must quote their tender prices excluding the prevailing rate of GST or any other cess or local charges, as may be applicable at present rate. **GST shall be paid extra as per applicable rates as per Govt Guidelines.** However, tax shall be deducted at source at the specific rate of Central Government regulations and guidelines respectively, if applicable. The certificate in respect of TDS shall be issued by the Bank as per rule. Any variation in taxes and duties and/ or imposing any new taxes and duties during currency of contractor extended period, i.e. only the difference in tax, shall be borne by the Bank. No claim whatsoever on this account shall be entertained. The rates quoted by bidder shall be valid for one year from the date of start of work.

## 26. **Compliance of Laws**

- 26.1 The Successful Contractor shall be responsible for fulfilling the requirements of all statutory provisions of all labour laws, rules & regulations and notifications issued there-under from time to time whether from Central or state or local bodies, at own cost and risk, in respect of personnel employed by the Service Provider and will maintain necessary records as per statutory requirements. If due to any reason whatsoever PNB is made liable for any liabilities, it shall be payable by the Service Provider to PNB and also, such liabilities shall be recoverable by PNB from dues

payable to the Service Provider and from security deposit of the Service Provider with PNB or by invoking the contract performance bank guarantee.

- 26.2 The Successful Contractor shall pay and meet all expenses, arising out of or as a consequence of, various provisions in the aforesaid Acts and statutes.
- 26.3 The Successful Contractor shall issue annual statement of PF accounts to the workmen under intimation to PNB. A copy of the annual Statement of PF Accounts needs to be submitted to the PNB within the stipulated time limit as purported in the Act.
- 26.4 The Successful Contractor shall be solely responsible as regards salary/ wages and service conditions and terms extended by the Service Provider to its employees/ workmen and shall in that connection maintain requisite records and comply with all laws, enactments, rules, regulations and orders applicable to the Service Provider and its employees/ workmen in general and in particular, laws, enactments, rules, regulations and orders dealing with employment of Contract Labour, payment of wages/ Compensation Contributions under the ESIC Act, 1948, Safety regulations, regulations relating to employment of female work force, security requirements and such other rules and regulations as may be applicable at hereafter.
- 26.5 The wages paid by the Successful Contractor to its employees/ workmen shall be fair, and in no case, be less than the wages prescribed under the Minimum Wages Act, read with other relevant statutes, as prescribed by the State Govt. from time to time. In case of any increase in the minimum wages during the currency of the contract, the Service Provider shall bear the same. PNB shall not entertain any other claim for compensation whatsoever, except the prices fixed for the services under the agreement.
- 26.6 The Successful Contractor shall be responsible for settlement of any claims/ dues, in case any of the Service Provider's employee/workman dies or sustains injury or damage or loss either to his/ her person, or his/her property, in accordance with the provisions of law. The Service Provider shall have to take necessary and relevant insurance coverage for all its employees/ workmen in this regard.
- 26.7 The Successful Contractor shall be responsible for payment of overtime to its workmen in case the workman works more than the prescribed hours as laid down under the relevant Central/ State Rules.
- 26.8 It will be obligatory on the part of the Successful Contractor to disburse monthly wages/ wages to its workmen in presence of Authorized Representative of PNB and obtain signatures on the attendance roll/ wage disbursement register as per the relevant Act.
- 26.9 The Successful Contractor must provide one-day rest or weekly "Off" to its workers who put in continuous six (6) days work in a week with full wages.

## **27. Safety And Labour Laws**

- i. All safety and labour laws enforced by statutory agencies as well as by PNB shall be applicable in the performance of this Contract, and the Successful Contractor shall abide by these laws.

- ii. The Successful Contractor shall take all measures which are necessary and/ or proper to protect the personnel, work and facilities, and shall observe all reasonable safety rules and instructions.
- iii. The Successful Contractor shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.
- iv. The Successful Contractor shall apply, within 7 days from the date of award of the contract, to appropriate Labour Authority for Labour License to provide the services and shall submit the copy of the Labour Licenses along with the first bill.
- v. The Successful Contractor shall not engage/ employ persons below the age of 18 years and not above 45 years of age.
- vi. It shall be the duty of the party/ bidder to acquaint his staff with all safety regulations as proposed by any statutory authorities.
- vii. The Successful Contractor shall indemnify the Bank against any violation of safety laws, rules and regulations while carrying out maintenance as required by the contract.
- viii. All liabilities, owing to injury/ death due to negligence or miscommunication or during discharging regular work of the staff of the party/ bidder, will be to the party/ bidder and what so ever the work, in any case Bank will not be responsible for any liabilities of injury/ death etc. It's the duty of the Successful Contractor to guide the staff regarding safety measures.
- ix. All staff of the Successful Contractor while working on Air Conditioners & Electric infrastructure should use adequate safety/ protection equipment such as Electrical safety gloves, Rubber shoes, Insulated cutting Pliers & screw drivers and Insulated line tester.
- x. The workmen shall execute the work as per IS code of practice of relevant equipment and follow the IE rules 1956. The party/ bidders staff has to follow the safety & procedures & practices in electrical works as per IS 5216 part 1 and 2. The contract shall take all precautions to avoid accident and causes of accident. He must be careful regarding safety during working of his staff in the premises.
- xi. Safety precautions of portable electrical appliances: Precaution in handling portable electrical appliances are more significant under monsoon conditions, some likely situations are highlighted here for your attention and action to ensure that conditions and methods of usage conform to the safety of personnel and property.
- xii. Broken sockets/ pin plug/ loose connections: These conditions cause sparks which lead to fault conditions or electrical shock situations. Wires shall not be directly inserted into the sockets as the earth lead of the equipment inserted into the phase socket may give shock to the operator.
- xiii. Polarity of phase/ neutral and earth: certain appliances may give violent electrical shock during work if polarity conditions are not satisfied.
- xiv. Joints in flexible cables: During usage of portable appliances as such, the electrical and physical integrity of joint in cables/ wires may be suddenly affected leading to severe sparking and fire, if any combustible/ inflammable materials are present near the joint, if not noticed by operator at all.
- xv. Appliance body grounding and system grounding: In absence of or ineffective appliance body grounding, operator may receive severe shock, in case of phase to earth fault during usage. And also, all earth pins in sockets must have low impedance and mechanically firm earthing, according to Indian Electricity Rule so that safety is assured to operator even under fault conditions.

## **28. Responsibilities of Successful Contractor:**

The Successful Contractor shall be responsible for maintaining all the statutory records and deposit the Govt. dues as per the norms specified. Further Service Provider to ensure obtaining Labour License under Sec.12 of Contract Labour (R&A) Act as well as other Certificates/ Licenses/ permission/ Registration etc. within 30 days of mobilizing services.

### **28.A Quality Control**

- a. The Successful Contractor should have a system of maintaining quality control on the services/ raw material used. Special care is to be given to maintain the store of materials/ office area clean & hygienic.
- b. PNB will provide space, electricity etc. in its premises to the service provider, necessary for executing the contract. The Service Provider has to keep proper acknowledgement of the same, and Service Provider shall take care to use/ maintain these items properly. Malfunctioning/ misuse of any such facility shall not to be entertained as excuse for unsatisfactory services.

## **29. Deployment of Staff**

- a. No Deviation in the Deployment of minimum number of personnel for performing AMC works shall be acceptable. If any Tenderer proposes deviation in the Tender, such Tender shall not be considered and shall be out rightly rejected.
- b. Officer-In-charge of Punjab National Bank may require a breakup of costing and any other relevant details from the tenderer in case he is the lowest bidder, which has to be submitted before Letter of intent/ award letter is issued.
- c. Minimum number of personnel required to be deployed have to be physically deployed on every day basis and therefore any other personnel required to be deployed for taking care of Leave Reserve & Rest givers etc. have to be additionally provided by the Successful Contractor as per the Statutory norms or rules etc. as applicable.
- d. Personnel should be smartly/ properly dressed in neat and clean uniforms having firm's logo. The uniforms and Personal Protective Equipment (i.e. Shoes, helmet, gloves etc) would be provided by the Successful Contractor.
- e. PUNJAB NATIONAL BANK reserves the right of Surprise audit, Inspection, Gap arrangement Analysis at the site at any time with or without prior information to the Service Provider by self or third party. Appropriate corrective measure shall be followed on finding any discrepancy in performance of contract, Safety measures, deployment of manpower & tools etc. Surprise audits & Gap Arrangement analysis can be conducted by PUNJAB NATIONAL BANK or a pre-determined ex-party of PUNJAB NATIONAL BANK and the Service Provider shall fully cooperate during the audits. Based on the audit report, if any change or addition/ deletion in the existing practices are found/ required, it has to be implemented by the Service Provider with an immediate effect.
- f. Deployed manpower at all levels must be properly trained as per job division/ requirement. Periodic training and Personnel Development Plan must be documented and presented to PUNJAB NATIONAL BANK on monthly basis.

- g. All statutory obligations are to be strictly adhered to, as per Govt. rules. Any negligence in this regard shall make the contract liable to be cancelled with immediate effect.
- h. All ESI & PF challans for the previous month have to be submitted along with the bills. Failure to do so shall be responded as no payment, without the possibility of part payment and absolutely no payment shall be made.
- i. Bank account of all the employees has to be opened/ registered prior of deployment at site for crediting their salary. Without the proof of salary transfer to the respective accounts of the employees, no payment shall be made. Permissible dates/ timelines given by labour department, in respect of disbursement of salaries, shall have to be adhered by the Successful Contractor and any delay in this regard shall be responded with a deduction of Rs.1, 000/- per day per incident.
- j. Since Building has very expensive equipment. The Successful Contractor shall make necessary arrangements at his own cost to prevent any damage inside/ outside the building to the existing work, due to his own activities. The Service Provider shall be responsible for any damage to the existing work due to his activities and shall make good the same at his own risk and cost. The decision of PUNJAB NATIONAL BANK in this regard shall be final and binding on the Service Provider.
- k. The Successful Contractor will be responsible for arranging any machinery/ equipment, etc. required for covering scope of work at his own cost.
- l. The Successful Contractor will install & maintain Biometric Attendance System, if Bank desired, for the man-power/ staff deployed at the said site for the tendered work.

### **30. Arbitration**

30.1. All disputes arising out of or in connection with this agreement shall be deemed to have arisen in Mumbai and only the courts of Mumbai shall have the jurisdiction to determine the same.

30.2. All disputes or differences of any kind whatsoever which shall at any time arise between the parties hereto touching or concerning the works or the execution or maintenance thereof of this contract or the rights touching or concerning the works or the execution of maintenance thereof this contract or the construction remaining operation or effect thereof or to the rights or liabilities of the parties or arising out of or in relation there to whether during or after determination for closure or breach of the contract (other than those in respect of which the decision of any person is by the contract expressed to be final and binding) shall after written notice by either party to the contract to the other of them and to the Employer hereinafter mentioned be referred for adjudication to a sole arbitrator to be appointed as hereinafter provided.

30.3. For the purpose of appointing the sole Arbitrator referred to above, the Employer will send within thirty days of receipt of the notice, to the Contractor a panel of three names of persons who shall be presently unconnected with the organization for which the work is executed.

30.4. The Successful Contractor shall on receipt of the names as aforesaid, select any one of the persons named to be appointed as a sole Arbitrator and communicate his name to the Employer within thirty days of receipt of the names. The Employer shall thereupon without any delay appoint the said person as the Sole Arbitrator. If the Contractor fails to communicate such selection as provided above within the period specified, the component authority shall make the selection and appoint the selected person as the Sole Arbitrator.

30.5. If the Employer fails to send to the Successful Contractor the panel of three names as aforesaid within the period specified, the Contractor shall send to the Employer a panel of three names of persons who shall all be unconnected with either party. The Employer shall on receipt of the names as aforesaid select any one of the persons named and get appointed him as a Sole Arbitrator. If the Employer fails to select the person and appoint him as the Sole Arbitrator within 30 days of receipt of the panel and inform the Successful Contractor accordingly, the Contractor shall be entitled to appoint one of the persons from the panel as the Sole Arbitrator and communicate his name to the Employer.

30.6. It is also a term of contract that if the contractor does not make any demand of arbitrator in respect of any claim, within 90 days of receiving the intimation from the Bank that the final bill is ready for payment, the claim, if any received after 90 days' period, shall be absolutely barred from reference to the arbitrator.

30.7. If the Arbitrator so appointed is unable or unwilling to act or resign his appointment or vacates his office due to any reason whatsoever another Sole Arbitrator shall be appointed as aforesaid.

30.8. The work under the contract shall however continue during the Arbitration proceedings & no payments due or payable to the Contractor shall be withheld on account of such proceedings.

30.9 The Arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties fixing the date of the first hearing.

30.10 The Arbitrator may from time to time with the consent of the parties enlarge the time for making and publishing the award.

30.11 The Arbitrator shall give a separate award in respect of each dispute or difference referred to him. The Arbitrator shall decide each dispute in accordance with the terms of the contract and give a reasoned award. The venue of Arbitration shall be such place as may be fixed by Arbitrator on his sole discretion.

30.12 The fees, if any, of the Arbitrator shall, if required to be paid before the award is made and published, be paid half and half by each of the parties. The costs of the reference and of the award including the fees, if any, of the Arbitrator who may direct to and by whom in what manner such costs or any part thereof shall be paid and may fix or settle the amount of cost to be so paid.

30.12 The award to the Arbitrator shall be final and binding on both the parties. Subject to aforesaid the provisions of the Arbitration & Consolidation Act 1996 or any statutory modification or re- enactment thereof and the rules made there under and for the time being enforce, shall apply to the Arbitration proceeding under this clause. The Employer

and Contractor hereby also agree that arbitration under clause shall be a condition precedent to any right to action under the contract with regard to the matters hereby/ expressly agreed to be so referred arbitration.

**31. Duration of contract Period:** - 12 months and can be extended for further two years (one year + one year) on same terms & conditions with 3% annual increase on quoted rate, if Bank desires, on basis of satisfactory performance of the Successful Contractor.

#### **31.1 Extent of Contract**

Bank also reserves the right to extend this contract by another twelve months (Beyond contract period of 03 years) at the same rates of 03<sup>rd</sup> year and on the same terms & conditions, if the performance of the firm found satisfactory by bank authorities.

#### **32. Termination of Contract & Forfeiture of Security Deposit (SD)**

In case the Successful Contractor abandons the work, or does not perform the works satisfactorily, or in the case of contravention of any of the terms and conditions of the contract or left the services prior to award of work to successor, Bank reserves the right to terminate the contract by giving notice of 30 days without assigning any reason whatsoever. After such termination of contract, Bank shall have right to assign the work to some other competent person.

In case of termination of contract in the above circumstances, SD of the Successful Contractor shall be forfeited by the Bank and retention money shall be applied for adjusting claims of the Bank arising under this contract without prejudice to Bank's right of recovering the balance if any from the contractor through due process of law.

**32.1 Refund of (SD):** - Within 30 days of successful completion of contract / extended contract subject to submission of request letter on Co./Firm Letter Head.

#### **33. Principal to Principal Relationship**

The relationship between the Bank and the Successful Contractor shall be on Principal to principal basis. Employees engaged by the Successful Contractor shall be deemed to be the employees of Successful Contractor as the case may be. The Successful Contractor would comply with all statutory obligations and Labour Laws/ regulations/ Rules etc. None of the provisions of the Agreement shall be deemed to constitute a partnership between the parties hereto, and neither party shall have authority to bind the other except as specifically provided for hereunder. Neither party hereto is the agent of the other nor their master-servant relationship between the parties. The relationship is on Principal to Principal basis only.

#### **34. LIMITATION OF LIABILITY**

Contractor's aggregate liability under the contract shall be limited to a maximum of the contract value. In the following circumstances limitation of liability shall not apply and the contractor shall be liable for amount of cost, damages, compensation, penalty etc. suffered by the Bank: -

34.1 Breach of the confidentiality provisions.

34.2 Liability for an infringement of a third party's IPR by contractor and



34.3 Employment liabilities for contractor's staff relating to the period of their employment within contractual period while working with purchaser Bank and;

34.4 Any other liability that cannot be capped or excluded as a matter of applicable law and imposed by the statutory authority/ government bodies/ court tribunals etc.

34.5 Any other breach caused due to the non-performance of the obligations of the contractor under the Agreement.

This limit shall not apply to third party claims.

### **35. SURVIVAL**

The Parties have expressly agreed that any liabilities or obligations set forth in this contract by their nature and content are intended to survive the performance hereof, shall so survive despite such completion/expiration or termination of this contract.

### **36. NON EXCLUSIVE CLAUSE**

The Successful bidder shall not have any exclusive right to provide the services to the bank. The bank shall be free to engage any other service provided/s or may entrust services similar to the services or any part thereof to any person/s during on/or after the expiry of the service agreement.

### **37. FORCE MAJEURE**

Notwithstanding the above provisions, the successful bidder shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of force majeure. For purposes of this clause, "force majeure" means an event beyond the control of the bidder and not involving the bidders' fault or negligence and not foreseeable. Such events may include, but are not restricted to, war or revolution and epidemics. If a force majeure situation arises, the bidder shall promptly notify the bank in writing of such condition and the cause thereof. Unless otherwise directed by the bank in writing, the bidder shall continue to perform its obligation under the contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the force majeure event.

Provided further that in case of delay of Services due to the Force Majeure, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the service agreement and the Bank shall have the right to terminate the Service Agreement without giving any further notice to the Successful bidder. Further, the Bank also reserves the right to assign the work to other without any consequences and claims.

### **38. CONFIDENTIALITY**

The bidder shall not, without the written consent of the Banks, disclose the contract or any provision thereof, any specification, or information furnished by or on behalf of the Banks in connection therewith, to any person(s).

The bidder shall not, without the prior written consent of the Banks, make use of any document or information except for purposes of performing this agreement.

The Bidder shall not, without the prior written consent of the Bank, make use of any document or information except for purposes of performing this agreement.

The Bidder shall take all steps as may be reasonably necessary to protect the integrity of confidential information and to ensure against any unauthorized disclosure thereof. The Bidder shall use the confidential information only for the purpose for which it was provided and shall not profit from the same in an unauthorized manner.

The Bidder shall provide access of the Confidential Information to its employees only on need-to-know basis and such employees/ personnel shall be required to enter into a confidentiality agreement which is of no less strict terms than this Agreement. Even if some bidder's employee leaves the job, he will neither share any information about bank with anybody else nor will he use it for his new job. Bidder shall continue to be responsible for any such act of its ex-employee.

The Bidder shall indemnify Bank against any loss suffered by Bank due to disclosure of confidential information by employee of contractor.

The obligation contained in this clause shall survive after the termination of this agreement for a period of six years.

Confidentiality of customer information should be maintained even after the contract expires or gets terminated.

**Confidentiality and Non-disclosure:** The Bidder shall not without the consent of Bank make use of any document or information coming in its way while discharging their jobs of bank except for the purpose of performance of this agreement. Bidder will keep all the data, sources and information confidential and will not disclose or release it to any other party. This clause will remain valid even after the termination or expiry of this agreement.

### **39. INDEMNITY CLAUSE**

39.1 Contractor shall indemnify, protect and save the Bank, its directors and employees, and hold them harmless from and defend against all claims, losses, costs, damages, taxes, expenses, action suits and other proceedings, assessments including penalties, punitive damages, (including attorney fees, court costs), relating to or resulting directly or indirectly from any system failure/ anomaly / defect / shortcoming / unintended consequence in services/goods in breach of the terms of this agreement including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the purchase contract., or infringement by the Contractor of any patent, trademarks, copyrights etc. or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation thereon. or breach of the terms of this agreement or such other statutory infringements in respect of all services rendered / goods provided to fulfil the scope of this Agreement.

39.2 Contractor further undertakes to promptly notify BANK in writing any breach of obligation of the Agreement by its employees or representatives including confidentiality obligation and in such an event, BANK will in addition to and without prejudice to any other available remedies be entitled to immediate equitable relief in a Court of competent jurisdiction to protect its interest including injunctive relief.

39.3 Contractor hereby undertakes the responsibility to take all possible measures, at no additional cost, to avoid or rectify any issues which thereby results in non-performance of software/ hardware/ deliverables/goods within reasonable time. Contractor also undertake to co-operate with other Contractors thereby ensuring expected performance covered under scope of work."

39.4 All indemnities shall survive notwithstanding expiry of termination of the contract and bidders shall continue to be liable under indemnities.

39.5 The parties agree that in such event, the successful bidder apart from vigorously contesting all such claims and contentions shall also compensate Bank for any monetary loss or damage that suffered due to failure and/or non –performance of the services by the successful bidders in terms of agreement.

**BANK**

**CONTRACTOR**

## **SPECIAL CONDITIONS OF CONTRACT**

1. The Contractor has to deploy trained manpower. The necessary supervision, safety and tools arrangements shall be made by the contractor during execution of work.
2. Smoking and chewing pan/tobacco/gutkha/ any other drugs etc. by deployed staff is strictly prohibited in the building.
3. The contractor shall take all precautions to avoid accidents and causes of accidents. He must be careful regarding safety during working of his staff in the premises.
4. The contractor will take necessary precautions for carrying out the work without disturbing the office function, avoiding any damage to structures/decorative parts of the property including equipment's/ furniture/false ceiling installed. The contractor will rectify any damage done at his cost. If not rectified, then appropriate action may be taken against the contractor in terms of contract.
5. An adequate insurance coverage shall be arranged by the contractor for all employees/workmen against accident & the Bank shall not be responsible for any liability arising out of any accident / injury caused to the employees/workmen while executing the work
6. Penal action will also be taken if the contractor's supervisors and workmen do not wear the uniforms and photo identity card provided by the contractor and thus pose a security risk to the safety of the Bank's establishments. The decision of the Bank in all such cases attracting penalties shall be final and binding on the contractor
7. The contractor is bound to do all such jobs required for uninterrupted and smooth functioning of the building.
8. Daily attendance record must be maintained by the contractor of each staff and the same should be produced before the Bank.
9. The contractor has to depute skilled and experienced operator for cradle operation and should undertake that their deputed staff is well versed with the cradle and its operations.
10. The method of cleaning should be soft dry cleaning or wet cleaning with clean water & mild detergent using squeegees system. Material used should confirm to requirements of 5 star GRIHA accredited building.
11. The obligations spelt out in the tender be implemented strictly as per the rules in force /enforced by the Statutory Authorities.
12. All the above work has to be carried out strictly as per the terms and conditions spelt out in the tender.
13. The Contractor to pursue the claim for insurance authorities on behalf of Punjab National Bank.

14. Contractor to provide Uniform helmet, Safety belts, etc. to the workers. No worker will be allowed at site without proper uniform, helmet and Safety belts, etc. The safety belt should be anchored properly at a place other than the cradle and should be closed monitored by a person other than the cradle operator and the cleaners who are on the cradle.

15. The Contractor should follow all the labour rules and regulations such as Contract Labour Regulation and Abolition Act; Minimum Wages Act, and all other Statutory Rules and Regulations such as leave salary, uniform, ex-gratia, gratuity, ESI, provident fund workmen compensation, group insurance, overtime, leave substitute, etc.

16. It will be the responsibility of contractor to maintain equipment's supplied by the Bank in good condition. He is to maintain this equipment's in such a manner that no damage to any facade/property is carried by Malfunctioning/hanging of these equipment's.

17. If the work is not completed on time. i.e. two cycles per month, deduction will be made the Bank proportionately.

18. If the work is terminated in between due to any reason, deduction will be made the Bank proportionately.

19. The contractor shall provide comprehensive maintenance services to keep entire Façade Cleaning systems/equipment etc. in good working order and without disruptions. The service will comprise preventive/corrective maintenance and also on call basis, in case of breakdown etc. The service will include carrying out of the necessary preventive, repair/maintenance, replacement of consumables/ accessories / parts/ equipment /accessories/panels etc. without any additional cost.

20. The Contractor shall ensure that the reported fault request is attended promptly and in any case within 8 hours from the reporting time and rectification done on priority basis.

21. The Contractor will maintain an inventory of critical spare parts etc. for the purpose of corrective and preventive maintenance.

22. A log book to be maintained to record the daily work done as well as the regular maintenance being carried out along with an attendance register at site.

23. Any others servicing which are not covered but necessary for smooth and trouble free working of entire system(s) are also included in the scope of work.

## **SCOPE OF WORK**

### **FIRST DAY**

**Successful Contractor will report to Officer in-charge along with following: -**

- a. Request letter for work permit / gate pass of workers on letter head contained details of workers such as name, designation, Mobile No. & shift time.
- b. 03 nos. Recent photograph.
- c. Copies of educational qualification & experience certificates duly signed & stamped by the successful Contractor.
- d. Copies of Identity Card (issued from the successful Contractor) of all workers are to be deployed, duly signed & stamped by the successful Contractor.
- e. Copy of one of the I.D. proofs of all workers are to be deployed, duly signed & stamped by the successful Contractor
- f. Copies of Police verification report of all workers are to be deployed, duly signed & stamped by the successful Contractor.
- g. Two set of Uniform along with Safety Shoes.
- h. First Aid Box with materials.
- i. Tools & Tackles/ cleaning materials/equipment.
- j. Copies of Pass books of all workers are to be deployed contained Bank details, A/C. No. And details of individual workers, duly signed & stamped by the successful Contractor
- k. Copies of ESI & EPF statement of all workers are to be deployed, duly signed & stamped by the successful Contractor.

#### **1. Pump Sets:**

- 1.1 Operation and maintenance of all pump sets including connected piping, valves, tanks and accessories on all days including holidays.
- 1.2 Checking and recording of pressure gauge reading and temperature of bearing of motors and pumps.
- 1.3 Checking and leakage through stuffing box, noises and vibrations.
- 1.4 Periodic maintenance by way:
  - 1.4.1 Replenishment of grease;
  - 1.4.2 Changing of stuffing box packing
  - 1.4.3 Checking of alignment of pump
  - 1.4.4 Checking of leaking connections for leakage etc.
- 1.5 Periodic operation of sump pumps etc.
- 1.6 Maintain log book and record maintenance of pumps.
- 1.7 Operation of pumps to ensure adequate supply of water to the underground tanks as well as overhead tanks as per demand of the clients.
- 1.8 Replacement of damaged valves; and other accessories, fittings, etc. of pump house, water distribution system etc.
- 1.9 Check-list to be prepared and maintained for the pump sets installed in the building, which shall be regularly checked every week.

#### **2. Tanks & Pits**

- 2.1 All tanks (including fire tank, AC tank if there) are to be cleaned once in 3 months and Rain water harvesting pits are to be cleaned once in 6 months, without disturbing the system, resealing after disinfecting the tanks & pits to be done, wherever required and record of the same to be maintained.
- 2.2 Ensure that the foot valves are in proper working condition
- 2.3 Ensure water in priming tank for priming of pumps
- 2.4 Attending civil/ sanitary works related to water tanks and other services.
- 2.5 Check-list to be prepared and maintained for all tanks & pits installed in the building, which shall be regularly checked for and signed by dealing Bank Officers every week.

### **3. Water supply/ soil waste/ drain pipes, water supply and sanitary fittings and fixtures.**

- 3.1 Regular inspection of all pipe lines and to ensure that there is no leakage and attend to repairs if any including removing and reaffixing of false ceiling, if required.
- 3.2 Maintain all water supply and sanitary fittings and fixtures so that there is no leakage or chocking.
- 3.3 Replacement of washers, gaskets, etc.
- 3.4 Adjustment of bib cocks, pillar cocks, flushing cisterns, urinals spreaders, water closets etc. complete with consumables.
- 3.5 Replacement of damaged valves, fittings, etc. as per bank's direction.
- 3.6 Water supply & soil waste line & man-hole covers to be painted once a year.
- 3.7 Check-list to be prepared and maintained for Water supply/ soil waste/ drain pipes, water supply and sanitary fittings and fixtures installed in the building, which shall be regularly checked for and signed by dealing Bank Officers every week.

### **4. Treatment of Water as per instructions**

- 4.1 Replacement of damaged sanitary fittings and fixtures using material supplied by the Bank. If any fittings (except consumables) purchased by the contractor for the repair / maintenance work, the payment of same will be made as follows: Cost of material + 15% for contractor profit, cartage, conveyance, taxes etc. Supporting bill of material purchased to be produced. Price list of material is also to be submitted as and when asked by the bank.
- 4.2 Periodical checking of all floors and inspections of proper working of various sanitary installations and report of office, if any defects noticed.
- 4.3 Cleaning of all sewerage/ drains pipes and rain water pipes half yearly and submission of certificate in this regard to GAD of Bank.

### **5. Scope of Work for carpentry work:**

Carpentry work includes maintenance and repair work of furniture, Glazed doors, mirror paneling, windows, Toilet, raised flooring, fabric paneling, graphic paneling, partitions, 8ft height doors, any hardware, grid false ceiling, metal false ceiling, pelmets, high gloss laminate paneling, veneer glass, lacquered glass paneling, glass partitions, MDF slats ceiling and any other carpentry work directed time to time. All carpentry installations, including doors, windows, trap doors, modular false ceiling, etc. to be checked once a week and report to be submitted to the officer-in-charge on 1<sup>st</sup> day of every week.

### **6. Scope of Work for Electrical Installation**

- 6.1. Periodic cleaning of tube light fittings, switches, electrical switch room, electrical cable racks/ ducts/ shafts, distribution boards, ceiling/ wall/ exhaust fans, ventilation fans & blowers, invertors, etc.
- 6.2. Replacement of defective switches, MCCB/ MCB's, tubes, bulbs, light fittings, switchboards, fuses, power plugs, panel/ starter accessories, repair/ rewinding of motors and repair of ventilation fans & blowers etc. (Material/ Cost of material shall be provided by Bank).
- 6.3. Rectification of faulty circuits.
- 6.4. Periodical cleaning and servicing of geysers, air purifiers, hand driers fans and heat convectors etc.
- 6.5. Check and clean the contacts/ connections on individual light/ power point switches etc.
- 6.6. Switching ON/ OFF the lights, Lifts, hoist lighting, Fans etc. and other services i.e.LT/ HT panels etc. as when required.
- 6.7. Monitoring & Hourly Recording of meter readings such as electric load, voltage, kW, KWH, Power Factor of normal electric supply/ Generator supply.
- 6.8. Maintaining regular log sheets and records of all equipment as per schedule in the building.
- 6.9. Clean the electrical panels and other components from inside and outside including Bus bars after taking necessary precautions and shutdowns.
- 6.10.It shall be the responsibility of the contractor to keep the environment of electric room; sub-station and other installation clean on day-to-day basis.
- 6.11.Check all the terminal connections, tightness in the electrical panels, equipment/ motors, earthing system, and light fittings, MCB/ MCCB/ Panel Boards etc.
- 6.12.Check tightness of cable, plugs, glands & cables.
- 6.13.Inspection, maintenance and operation of LT Switch gears with their accessories, Transformers, APFC panel etc. as per recommendation of equipment manufacturers.
- 6.14.Operating the electrical system according to functional requirement of Bank.
- 6.15.Operation of lifts as and when required, as advised by bank.
- 6.16.To ensure healthy operation/ tripping and protection system of Transformers, L.T. Panels, Diesel by periodical cleaning of contacts with necessary cleaning agent/ material , and maintaining its Battery chargers/ Invertors along with cleaning the terminals and topping and filling of distilled / battery water as required Battery water will be provided by Bank .
- 6.17.Supervision and Coordination of preventive maintenance activities of Sub-Station Equipment performed by authorized dealers/ OEMs/ Any other agency hired by bank.
- 6.18.Periodic Servicing i.e. cleaning, checking, tightening, recording of electrical parameters etc of electrical installations and maintain the records. The schedule is as under:
  - All floor MCCB Panels twice in a year,
  - All Floor MCB Distribution Boards bi-monthly
  - Balancing the electric load on MCB-DB, floor distribution panels twice in a year.
  - Pump-Panel, Firefighting Panels, Sump Panel, Lift Panel, LT/ APFC/ etc. twice in a year.
  - Ventilation fans & blowers at all floors twice in a year.



- 6.19. Checking and recording the values (voltage & resistance) of earth to neutral of main Distribution Boards and to take corrective measures in case of high values (twice in a year)
- 6.20. Filling up water monthly or as required in all the earth pits provided.
- 6.21. Taking Megger value of all the cables, equipment, panels, motors, L.T. gears etc. once in 12 months after disconnection of the supply only on holidays/ Sundays as per instructions of bank's engineer.
  - 6.21.1. Inspect the fixed and the moving contacts for breakers/ fittings, replace if necessary, through manufacturer or their authorized agents at Contractor's cost (materials shall be provided by bank).
  - 6.21.2. Check functioning of all the relays and calibrate by using testing kits (if required) as per instruction of bank's engineer. The charges towards calibration shall be paid extra.
  - 6.21.3. Half yearly Testing of resistance of earth pits.
  - 6.21.4. Clean the equipment for dirt and dust etc.
  - 6.21.5. Checking cleaning of cable boxes/ end terminations.
  - 6.21.6. Physical Inspection and checking visual indication of panel meters.
  - 6.21.7. Cleaning and checking of contact/isolating contact/ bolted connection (all panels)
  - 6.21.8. Checking, cleaning and lubricating of operating mechanism, interlocking devices and shutters/ insulators (all panels).
- 6.22. Contractor is bound to do all such jobs required for maintaining the building uninterruptedly, and to avoid any untoward fire incident, smooth functioning and they should keep the equipment intact position.
- 6.23. The contractor/ their representative (Sr. Technical official higher than the staff deployed at site) shall conduct regular inspections at the premises at least ONCE IN A MONTH preferably 1<sup>st</sup> week of month and submit their report along with monthly report & Monthly bill for scope of work covered under contract and to check the records maintained by their staff and take any corrective measures for improving the performance of contract.**
- 6.24. Coordination with other AMC contractors for ensuring uptime of the building. The equipment list provided is indicative in nature. However, contractor scope is not limited to this list and they should perform the AMC job to maintain the uptime of electrical installations/ to be installed inside the building during the contract period without any extra cost.

## **7. General**

- 7.1. Attending all liaison jobs connected with BMC and other service providers/ government bodies/ distribution companies for electricity, water supply, rain water harvesting pit certification, sewerage and draining etc.
- 7.2. The tools/ tackles and consumables for repair and maintenance shall be supplied by the Successful Contractor.
- 7.3. Maintaining flat-wise register for complaints from floors and attend to the complaints as per the directions of the Bank.
- 7.4. Maintain attendance register of workers engaged in the job as per schedule.
- 7.5. The Successful Contractor has to provide one mobile phone to the pump operator/ plumber looking after the maintenance work for contact and effective communication.
- 7.6. Workers of sanitary contractor will be responsible for the putting liquid soap in the dispenser on various floors under the supervision of plumber. Soap will be provided by bank.

Before engaging workers, the consent of bank should be obtained including their previous experience etc.

8. **HOUSEKEEPING**

S.NO.	SPECIFIED AREA OF WORK	NATURE AND SCOPE OF WORK	FREQUENCY
1.	Passage, lifts Car (01 No.), Stair case, from Ground floor to 06 <sup>th</sup> floor.	Dusting, Sweeping, Mopping, Cleaning and wiping of floors, furniture, fixtures, partitions, walls, ceiling, curtains, venation blinds, removal of Wastes from dustbin and keeping it properly as directed, Removal of Cob-webs, dusting and wiping the windows and their glass pane, doors and polishing their handles, Cleaning all drains/sewage pipes including removing blockages in drain/sewage pipes, removal of garbage and waste papers on daily basis from the premises.	Daily

**CLEANING MATERIALS**

The cleaning material including insecticides, brooms, dusters, Pochas etc., as required will be provided by the Bank.

OR

**If any material is purchased by the Successful Contractor & used, the same shall paid by the bank on production of supporting purchase bills having GST on actual basis i.e. cost of material +10% towards contractor's OH & profit. All applicable taxes shall be paid as per government guidelines. Payment in this matter shall be made on monthly basis separately.**

**SCOPE OF WORK: WASTE MANAGEMENT SERVICES**

The Service Provider shall provide waste management services in the office premises to keep it clean, safe and hygienic, through efficient waste collection and disposal process, with a holistic focus on waste reduction and recycling programs.

- Removing garbage from rooms, cabins, cubicles, common areas, rest rooms & surrounding areas and disposing it off on daily basis to the designated site at regular intervals. Perishable and stinking garbage shall be disposed off immediately.
- The garbage shall be collected in covered bins, free of stench, flies and away from human sight before disposal. It has to be ensured that trash does not attract pests; birds neither etc. nor create litter. Trash container should hold only daily waste and should be clean as well as odd free.
- It must be ensured that recyclables are separated properly and separate dustbins, with clear leveling and distinct colour are in place for the same. Waste segregation shall be as per the Green Building Norms, Bio-medical waste from Medical Department of PNB should be disposed carefully keeping statutory provisions and health hazards in view.
- Utmost care shall be taken in handling and storing waste in a safe way.

- Renovation Debris is to be stored at designated space.
- The Service Provider shall also facilitate the reduction of ongoing waste and toxins generated by building occupants and building operations as and when required.

## **9. SCOPE OF WORK HOLIDAY HOME**

**Both Caretaker cum Caterer shall stay in Holiday Home only, means free accommodation shall be provided to both Caretaker cum Caterer.**

### **Scope of Work No. 1: -**

The Successful bidder shall be responsible for performance of the following duties: -

- I. Caretaking of Guest House, facilitating accommodation and its allied services for Comfortable stay of guests of PNB. Each guest houses are attached with Wash room and having corridor connecting the guest houses.
- II. Regular maintenance and getting cleaned through Housekeeping staff are under the scope of this contract by using proper tools, tackles & equipment. Cleaning of Kitchen, Guest House accommodation rooms, all the toilets, bathrooms, washbasins etc. attached to it (Twice Daily). Cleaning has to be carried out with approved material manually or by using Mechanized equipment like vacuum cleaners, scrubbing machine and carpet shampooing machine etc. or both. Furniture, fixtures, sofa sets, cushion chairs, LCD-TV, kitchen equipment, exhaust fans and other electronic gadgets are required to be cleaned on DAILY basis.
- I. Cleaning and dusting of all the doors and windows, glass panes etc in the guest house accommodation rooms ONCE DAILY.
- II. Proper regular care for the safe maintenance of fittings, fixtures, LCD-LED-TV, Equipment and furniture shall be sole responsibility of the successful bidder. Any damage and or loss caused to the above either by the contractor himself or by any of his employees shall be rectified by the contractor at his own cost immediately.
- III. The contractor shall exclusively manage caretaking & catering arrangements as per requirement/order of guest not by own. Caretaker & Caterer should be well mannered and well versed in cooking and preparation of food and serve Indian food/tea/snacks etc. to the guests. Contractor will arrange all the food items include fruits & vegetables as per order of guests.
- IV. Sufficient stock of items such as consumable raw materials, packed and bottled items shall always be maintained so as to meet normal requirement and any immediate needs of Guests. The contractor shall not be permitted to stop supply of any item for any reason whatsoever.

V. Raw materials like tea, coffee, masalas, ghee, refined oils (loose oil shall not be used) and eatables like bread, butter jam etc. to be served to the guests shall be fresh and of good quality and manufactured by well-know manufactures.

VI. The eatables served by the contractor to the Guests shall be completely hygienic, free from any sort of adulteration and unwanted ingredients such as stones, soil, egg-shell, human hair, glass or crockery chips, paper, wood insects, fillies or non-usable liquid etc. Dishes containing such things shall be viewed seriously.

VII. All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The contractor shall be responsible for their hygienic fitness. Milk and milk product such as curd, yoghurt, chesses etc. shall be of good standard and should be served fresh.

VIII. The contractor shall maintain the premises in proper; and hygienic condition as per the satisfaction of PNB representative.

IX. The contractor should provide appropriate uniforms to the staff deputed in the guest house at his own expense and the contractor should ensure that his staff are in uniform while working and specially while serving coffee/tea, lunch, snacks, dinner etc.

**Scope of Work No.2 (Readiness of room for guests):**

I. The Contractor shall be responsible to keep room ready in all respect within 01 hr. of the vacation of the room by the guest.

II. Making of the beds of guests i.e. spreading the bed sheets, quilts/blankets, bed covers, inserting pillow covers, beds shall be made at the time just before the occupation of the room by guest.

III. The bed sheet, bed spreads, pillow covers, bed covers shall be got washed by the caretaker only from the washer man and charges thereof shall be paid by the Bank at the rates decided from time to time.

IV. The total stock of bed covers, bed sheets, bed spreads, pillow covers, blankets, towels, curtains etc. shall be under the custody of the caretaker and caretaker shall take general care of these items. While torn/ worn out bed sheets, bedcovers/ spreads/ curtains/ pillow covers/towels etc shall be replaced by PNB, any loss due to any reason would be recovered from vendor.

### **Scope of Work No.3**

1. Deployed staff by successful Contractor will report to Officer in-charge along with operation & maintenance registers on daily basis at 10:15 AM (Working days).
2. Functional check on daily basis at 09:30 AM of all appliances fitted in guest houses and offices.
3. Ensure all electrical connections are tightly connected, there is no loose connection, if it is there then immediately remedial action is to be taken.
4. Lodging of complaint immediately on toll free no. of Company if any or in the office of successful Contractor via –e-mail & telephonically if any abnormality absorbed which is beyond the scope of deployed staff.
5. General cleaning (removal of dirt and dust) on daily basis of all appliances fitted in guest houses and offices.
6. General cleaning and functional check of all telephone handsets installed in the guest houses and offices.
7. General cleaning and functional check of all telephone handsets installed in guest houses and offices.
8. Maintenance of attendance sheet, Operation & maintenance register and complaint register on daily basis.
9. Ensure the following: -
  - There is no loose cable/wire or unwanted materials kept in guest houses.
  - All light fittings installed in guest houses and offices are working properly.
  - Housekeeping in guest houses & offices (inside & outside) has been carried out by Housekeeping staff neatly.
  - All chairs and materials in guest houses & offices are in as & where basis in disciplined manner.
  - Restriction of entry of unwanted/unauthorized persons in guest houses and offices.
  - All wall papers are stacked properly and same is not in hanging mode.
  - Cassette ACs installed in guest houses & offices are working properly. In case of any abnormality observed make liaison with AC Operator for taking immediate corrective action as required on the spot.
  - Follow up with vendor pertaining to any complaint pending at their end. Ensure all appliances including Plumbing materials installed in wash rooms are working properly. In case of any abnormality get the work done through concern person.
  - Ensure TVs installed in guest houses and offices are working properly. In case of any abnormality get the work done through concern Company.

**Notre: - In case of any dereliction on the part of care taker suitable penalty will be imposed and Bank may ask for replacement of deputed staff immediately.**

**Scope of work No.4. (Visit/Housekeeping work at Bank's owned Flats): -**

Successful contractor shall be sending Sweeper/ Sewer man/ Mali at the residence of Circle Head/Deputy Circle Head/CMs (Bank's own flats only) on 2<sup>nd</sup> & 4<sup>th</sup> Saturday. For this visit [charge@Rs.100/-](#) (fixed amount shall be paid separately on the monthly basis to the successful contractor.

**Scope of Work No.5 (Repair & Maintenance of Building consisting of Civil, Electrical, Plumbing, Sanitary etc. except AC).**

Successful contractor shall be carrying out through deployed workers/others pertaining to all building issues such as Civil, Electrical, Plumbing, Sanitary etc. except AC. For these works, payment shall be made on monthly basis as under: -

**If any material is purchased by the Successful Contractor & used, the same shall paid by the bank on production of supporting purchase bills having GST on actual basis i.e. cost of material +10% towards contractor's OH & profit. All applicable taxes shall be paid as per government guidelines. Payment in this matter shall be made on monthly basis separately.**

**10. Damages to Installations**

The contractors will ensure that the installations handed over to their charge for operation and maintenance is handled with utmost care by qualified and experienced staff. In the event of the any equipment getting damaged or becoming defective due to negligent handling by the contractor's staff, the contractor will make good the loss/ damage to such equipment.

**11. Manpower Requirements**

Qualification and experience of various categories of staff to be employed by the contractor for Electrical/ Civil works shall be as follows:

S/N	Category	Qualification	Time	
			From	To
1	Electrician cum plumber cum Carpenter (Semi-Skilled)	10 <sup>th</sup> pass having 5 years of experience in similar work	08:30AM	04:30PM
2	Care Taker cum Caterer (Semi-Skilled)	10 <sup>th</sup> Pass and having Minimum 5 years' experience in similar work.	Round the clock	Round the clock

3	<b>Sweeper cum gardener (Unskilled)</b>	8 <sup>th</sup> Pass and having Minimum 5 years' experience in similar work.	08:30AM	04:30PM
4	<b>Sweeper cum Sewer Man (Unskilled)</b>	8 <sup>th</sup> Pass and having Minimum 5 years' experience in similar work.	08:30AM	04:30PM

### 11.1 Penalty

a. If the contractor fails to maintain required number of manpower, bank is empowered to deduct as penalty at the rates indicated below from their monthly bill:

(I) Electrician cum plumber cum Carpenter/ Care Taker cum Cook/ Sweeper cum gardener/ Sweeper cum Sewer Man@Rs.1000/- per head.

(II) 50% penalty for all late comers, if they are late by 30 minutes and above.

b. In case the person on duty found sleeping will be fined Rs.1, 000 per service/ per head. Amounts will be deducted from contractor's current monthly bill.

c. Non-wearing of uniforms, shoe shall attract a fine of Rs.800 per service/ per head. 02 sets (Uniform & Safety Shoes) must be provided by the Successful Contractor before deployment of staff at site.

### 12. Minimum Wage Policy

- i. Contractor shall quote the price format, taking into consideration the minimum wages applicable as on last date of submission of bids as notified by Central Government for the personnel to be deployed. However, in case of any variation in minimum wages between last date of submission of bids and one-year contract period (after award of work) the same shall be borne by bidder at his own cost. This aspect is to be kept in consideration by bidder while submission of bids.
- ii. The Successful Contractor shall make monthly payment to his workmen deployed to execute this contract such amount which shall in no case be less than what has been mentioned above.
- iii. Proof of payment of monthly wages and deposit of monthly EPF, ESI through electronic challan receipt (ECR)/ Bank challan will be provided by the Service Provider to PNB along with Form-6 under ESI Act. Such proof/ records will be provided with the bill for the month. Bidder shall ensure that contributions towards EPF & ESIC shall be deposited through separate challans for this contract which will be exclusively for workers deployed in this contract and not for any other contract.

**CONTRACTOR**

**PROFORMA OF AFFIDAVIT (1)**

I/We hereby solemnly declare that:

1. I.....Son / Daughter of Shri..... Proprietor/Partner/ Director / Authorized Signatory of ..... is / am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
3. The information / documents furnished along with the above application/tender are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
4. I/We undertake and confirm that has/have not any involvement in illegal activities or financial frauds and there are no any cases with the Police/Court/Regulatory authorities against our firm, have not been prosecuted or suffered any penalty for violation of any statutory laws by any Authorities, have not rescinded/abandoned any contract awarded by any of the clients before the expiry of prescribed period of contract, did not submit the acceptance letter after award of work, did not terminated, have not been suspended / delisted / blacklisted by any organization on any grounds for last 03 (three) years.
5. Further that, if such information comes to the notice of the department, then I/we shall be debarred for bidding in PNB in future forever. Also, if such information comes to the notice of department on any day before date of start of work, the Bank Authorities shall be free to cancel the agreement and to take further necessary action as prescribed in the document.

NOTE: Affidavit to be furnished on a 'Non-Judicial' stamp paper worth Rs.100/-

Signature of Notary with seal

Signature of Bidder(s) or an authorized Officer of the firm with stamp



**PROFORMA OF AFFIDAVIT FOR EXECUTION OF SIMILAR WORKS**

I/We undertake and confirm that eligible similar works(s) has/have not been got executed through another contractor on back to back basis. Further that, if such a violation comes to the notice of PNB, then I/we shall be debarred for bidding in PNB in future forever. Also, if such a violation comes to the notice of Bank before date of start of work, the Engineer-in-Charge of Bank shall be free to forfeit the entire amount of Earnest Money Deposit/Performance Guarantee.

NOTE: Affidavit to be furnished on a 'Non-Judicial' stamp paper worth Rs.500/-

Signature of Bidder(s) or an authorized Officer of the firm with stamp

Signature of Notary with seal

**PARTICULARS IN RESPECT OF WORK EXECUTED IN PAST \***

<b>Sr. No.</b>	<b>Name of Work / Project</b>	<b>Short Descriptio n of Work Executed</b>	<b>Name and Addres s of owner with tel. no.</b>	<b>Value of Work</b>	<b>Period From</b>	<b>Period To</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>

Date:

(Seal and Signature of Contractor /Firm)

\* In case the page is insufficient, additional sheets may be used.

**PARTICULARS IN RESPECT OF WORKS IN HAND \***

Sr. No.	Name of Work / Project	Short Description of Work in hand	Name and Address of Employer with tel. no.	Value of Work	Period From	Period To
1	2	3	4	5	6	7

Date:

(Seal and Signature of Contractor /Firm)

\* In case the page is insufficient, additional sheets may be used.

**Annexure-V**

**Details of proposed Manpower are to be deployed by bidder at PNB residential building, Silverline Apartment, Andheri (East).**

<b>S/N</b>	<b>Name</b>	<b>Designation</b>	<b>Qualification</b>	<b>Experience</b>	<b>Yes/NO</b>
<b>1</b>		Electrician cum plumber cum Carpenter (Semi-Skilled)			
<b>2</b>		Care Taker cum Cook (Semi-Skilled)			
<b>3</b>		Care Taker cum Cook (Semi-Skilled)			
<b>4</b>		Sweeper cum gardener (Unskilled)			
<b>5</b>		Sweeper cum Sewer Man (Unskilled)			

**Note: Bidders are advised to note that there is no existing contract, hence there is no existing manpower, has to deploy fresh manpower.**

**Seal & Signature of Firm**

**BANK DETAILS OF THE BIDDER**

Details of the Bank account of the Bidder

Name of the Bidder

Name of the Firm

PAN / GST detail

Account Number  
(Enclose one cancelled cheque)

Address

IFS code

Name of Bank

Name of account

Contact details

E-mail Id

I/We\_\_solemnly declare that the statements made above are correct to the best of my/our knowledge and belief.

(Signature of the Caterer/Contractor/Partner/director)

Date: Stamp of the Firm:

## **ANNEXURE-VII**

I/We declared that I/We will be quoting the rates which would be workable and reasonable and shall include:

- i) Payment to all the contract workers engaged by contractor on site as per minimum wages as notified by Central Govt. of India (Office of Labour Commissioner) from time to time.
- ii) ESI & PF benefits (Employer's contribution towards ESI & PF)
- iii) Any increase in minimum wages during the currency of the contract
- iv) Cost of equipment/machinery, if required
- v) Insurance (Both Workmen's Compensation and Contractor's All Risk policy)
- vi) Payment of Bonus as per applicable Act
- vii) Cost of two sets of uniform and one set of shoes per annum
- viii) Charges, if any, towards safe disposal of garbage from residential Building Silverline Apartment premises in safe municipal dump.
- ix) Incidental expenses and all overheads and profits

In case, Bank ask for submission of rate analysis and I/We fail to submit the rate analysis as above then Bank's Authorities may reject my/our price bid (Bank's discretion).

Seal & Signature of Bidder

**On Firm's Letter Head**

**Date:-**

Date: -----

Chief Manager  
GAD, CO: Thane  
4<sup>th</sup> Floor, Pragati Tower Building  
BKC, Mumbai:400051

Sir/ Madam,

**Reg:- Annual Maintenance Contract (AMC) for providing Care Taker cum Caterer (02 Nos.), Electrician cum Plumber cum Carpenter (01 No.), Sweeper cum Gardener (01 No.) and Sweeper cum Sewer Man (01 No.) at residential building Silverline Apartment, Andheri (East).**

We are maintaining proper records w.r.t. payment of wages and statutory dues to all our employees and the same are being paid.

2. That we have paid the minimum wages to all the workers employed by us as per the wages announced by Central Government vide their latest notification. Copy of salary receipt enclosed.
3. We have paid / deposited all the statutory dues i.e. PF and ESI of our Employees deployed at PNB residential Building, Silverline Apartment, Andheri (East). The copy of challan for the month of \_\_\_\_\_ is enclosed herewith.
4. The GST collected for the month of \_\_\_\_\_ has been deposited in Govt. Account on \_\_\_\_\_. The copy of challan is enclosed.
5. We as a contractor is following all the statutory rules and provisions as required by law and indemnify you against all the consequences arising out of this payment.
6. Attested copy of attendance sheet of workers deployed at site (PNB residential Building, Silverline Apartment, Andheri - East) is attached here with.

Thanking you

**Seal & sign of Contractor**

## **PAYMENT TERMS:**

1. The contractor shall submit bills after the completion of every calendar month and normally payment will be released within 15 working days from the date of submission of bill if the bill is complete and correct in all respects.
2. The monthly bills submitted by the contractor shall be only for actual salary, uniform content and margin. The other benefits like PF, ESI etc., can be claimed every month separately with proof of documents and the same will be reimbursed. The contractor will not be entitled for any of the above benefits.
3. PF & ESI will be reimbursed to the contractor only on production of registration No./ ESI card.
4. Bonus: Bonus shall be payable by the contractor to his contract employees once in a year before Diwali or when a contract employee's service is discontinued. The amount of bonus payable is 8.33% (of Basic + VDA).
5. The monthly running bill of the Contractor will become payable at the end of each month on submission of a monthly claim to the Manager who is making payment, and on due certification by the Officer-in-Charge of satisfactory services against the claim. The Contractor's payment will be released only after disbursing the salary to contract employees every month.
6. The Officer-in-Charge is authorized to deduct any amounts as determined by the Bank from the amounts due to the Contractor for any deficiency in services, provided by the Contractor.
7. Payment of Contractor's bill shall normally be made within 15 days of submission subject to the claim being found proper in all respects and in accordance with the terms and conditions of the contract. All payments will be made after deduction of taxes and duties at source as applicable from time to time.
8. Payments to the contract employees shall be disbursed by the 7<sup>th</sup> of the succeeding month, If 7<sup>th</sup> happens to be a holiday, payments shall be made the previous working day. The Contractor shall notify all his employees / workers of this date in their appointment order, and follow this very strictly, whether the Bank has paid the Contractor's bill or not.



### **CHECK LIST**

<b>S/N</b>	<b>Description</b>	<b>Compliance (Yes/No)</b>
1	<b>DD towards tender Fees for Rs.590/- /Exemption Certificate</b>	
2	<b>DD towards EMD for Rs.32763/- /Exemption Certificate</b>	
3	<b>Copy of documentary proof showing firm is 07 years old ending Nov. 2024.</b>	
4	<b>Proof of registered &amp; Operating Office in Mumbai/MMR.</b>	
5	<b>Copy of E.P.F. Registration along with copy of latest deposit slip/challan)</b>	
6	<b>Copy of E.S.I. Registration along with copy of latest deposit slip/challan)</b>	
7	Copy of GST registration.	
8	<b>Copy of PAN Card</b>	
9	<b>Copy of Partnership deed/re-constituted deed in case of Partnership Firm</b>	
10	<b>Copy of ROC, MOA &amp; AOA in case of Company.</b>	
11	Copy of valid <b>Electrical Contractor License</b> and validity should be at least up to 31. Dec, 2024.	
12	Bidder should have valid Labour License/License for supply of manpower issued from the office of the labour Department of Maharashtra/Central Govt. of India/any state or UT of India	
13	<b>Original copy of Affidavit No.1, Annexure-I</b>	
14	<b>Original copy of Affidavit No.2, Annexure-II</b>	
15	Bidder should have average annual turnover during the last 3 years, ending 31 <sup>st</sup> March of 2024, should be at least <b>30% of estimated cost</b> . Bidder to, Balance sheets along with Trading Profit & Loss Account statement of the last three financial years.	
16	<b>Bank's details of Bidder, Annexure-IV</b>	
17	<p>Bidder should have experience of having successfully completed similar works <b>AMC of Housekeeping, Operation &amp; day to day maintenance of Pumps, Sanitary, Civil-Carpentry, Electrical installations) etc. and beside this should have experience of carrying out composite repairing &amp; maintenance works of buildings/offices</b> of Banks/State or Central Govt./Public Sector organization/ reputed Ltd. companies during the last 7 years ending 30<sup>th</sup> Nov., 2024 (Between 01.12.2017 to 30.11.2024) should be either of the following:</p> <p>a. Three similar completed works costing not less than amount equal to Rs. 6.55Lakh (40% of estimated cost).</p> <p style="text-align: center;">OR</p> <p>b. Two similar completed works costing not less than amount equal to Rs. 8.19Lakh (50% of estimated cost).</p> <p style="text-align: center;">OR</p> <p>c. One similar completed works costing not less than amount equal to Rs. 13.10Lakh (80% of estimated cost).</p>	
17.1	<b>Copy of work completion certificate for repair &amp; maintenance of buildings/offices</b> of Banks/State or Central Govt./Public Sector organization/ reputed Ltd. companies during the last 7 years ending 30 <sup>th</sup> Nov., 2024 (Between 01.12.2017 to 30.11.2024).	
18	<b>Copy of Valid solvency certificate (30% of estimated cost) issued from the Bank and should not be older more than one year ending from 30 Nov., 2024.</b>	
19	<b>ALL DOCUMENTS ARE SEAL &amp; SIGNED BY Proprietor/one of the Partners/Directors.</b>	



ਪੰਜਾਬ ਨੈਸ਼ਨਲ ਬੈਂਕ  
...भरोसे का प्रतीक !



punjab national bank  
...the name you can BANK upon !



GAD, CO: Thane, 4<sup>th</sup> Floor, Pragati Tower Building, BKC, Mumbai:400051

## **PART- B**

### **Sample of online submission**

#### **SCHEDULE OF QUANTITY (PRICE BID)**

**Reg: - Annual Maintenance Contract (AMC) for providing Care Taker cum Caterer (02 Nos.), Electrician cum Plumber (01 No.), Sweeper cum Gardener (01 Nos.) and Sweeper cum Sewer Man (01 No.) at residential building Silverline Apartment, Andheri (East).**

S/ N	Description	Unit	Qty.	Rate	Amt.
A	Charges towards Annual Maintenance Contract (AMC) for providing Care Taker cum Caterer (02 Nos.), Electrician cum Plumber (01 No.), Sweeper cum Gardener (01 Nos.) and Sweeper cum Sewer Man (01 No.) at residential building Silverline Apartment, Andheri (East) at residential building Silver line Apartment, Andheri (East). as per scope of works, terms & conditions mentioned in tender documents. *Quoted rates should not be less than present Minimum Wages announced by labour Department of Central Govt. otherwise, while evaluation of price bids, particular bidder will be disqualified.	No.	0		
1	Charges towards providing 10 <sup>th</sup> pass Electrician cum plumber cum Carpenter (Semi-Skilled), MTO in General shift for 26 days in a month for one year having minimum 3 years' experience in this field.	No.	1		
2	Charges towards providing 10 <sup>th</sup> pass Care Taker cum Caterer (Semi-Skilled) for 12 months, all days (30days in a month) except national holidays. Free accommodation shall be provided to both Caretaker in Holiday Home.	Nos.	2		
3	Charges towards providing 8 <sup>th</sup> pass Sweeper cum gardener (Unskilled) in General Shift for 26 days for one year having minimum 3 years' experience in this field.	No.	1		
4	Charges towards providing 8 <sup>th</sup> pass Sweeper cum Sewer Man (Unskilled) in General Shift for	No.	1		

	26 days for one year having minimum 3 years' experience in this field.				
<b>C</b>	<b>Reimbursement of expenditure incurred</b>	LS	0		
1	Reimbursement of expenditure incurred towards EPF & should not be more than @13.61% on 15000x5	LS	1		
2	Reimbursement of expenditure incurred towards ESI and should not be more than @3.25% of 21000x5	LS	1		
3	Bonus: Bonus shall be payable by the contractor to his contract employees once in a year before Diwali or when a contract employee's service is discontinued. The amount of bonus payable is 8.33% (of Basic + VDA of one month).	LS	1		
<b>C</b>	<b>MISCELLANEOUSE CHARGES:</b>	No.	0		
1	Charges towards providing, safety shoes, uniform with Safety Shoes (02 Pairs), hand gloves, safety belt, first aid kit, helmets. This payment will be made only on production of valid proof such as production of purchased, transportation, loading & unloading GST bill.	LS	1		
2	SERVICE CHARGES:- Cost towards management fee/ administrative charges for providing manpower, managing / administrating the above service including the cost of obtaining labour licenses, insurance etc, vendor's profits, overhead charges, levies, taxes etc. (Quoted Service Charges should not be more than 3.85% otherwise bid shall be summarily rejected.	LS	1		

- **Applicable GST shall be extra.**
- **The cleaning material including insecticides, brooms, dusters, Pochas etc., as required will be provided by the Bank. OR Contractor.**
- **Successful contractor shall be carrying out all issues of building such as Civil, Electrical, Carpentry, Plumbing, Sanitary etc. except Lift & AC.**
- **If any material is purchased by the Successful Contractor & used, the same shall paid by the bank on production of supporting purchase bills having GST on actual basis i.e. cost of material +10% towards contractor's OH & profit. All applicable taxes shall be paid as per government guidelines. Payment in this matter shall be made on monthly basis separately.**